

**Yashwantrao Chavan
Maharashtra Open University**



V101: B. Sc. (Hospitality and Tourism Studies)
V102: B.Sc. (Hospitality Studies & Catering Services)
**HTS 103: Accomodation and Front Office
Foundation -1**

YASHWANTRAO CHAVAN MAHARASHTRA
OPEN UNIVERSITY

HTS 103: Accommodation & Front Office Foundation –I

V101: B. Sc. Hospitality and Tourism Studies
(2016 Pattern)

V102: B. Sc. Hospitality Studies and Catering
Services (2016 Pattern)

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UNIT 1 Accommodation Sector

UNIT 2 The Guest Accommodation

UNIT 3 Hotel Front Office

UNIT 4 Hotel Housekeeping

Semester – 1

HTS103: Accommodation & Front Office Foundation -I

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

Course Contents:

Unit – 1 Accommodation Sector: - Introduction, Concept, and its importance; Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others in India, Organisation Structure of Hotels; Origin, growth and development of Hotel Sector in India.(ITC, The Taj Group, The Oberoi Group), Foreign Hotel Chains in India – Hilton, Marriott, Hyatt

Unit – 2 The Guest Accommodation: Guest Rooms, Types, Layouts, Salient Features, Description, Guest Room amenities, supplies and services, Floors, Room Name List Patterns, Guest Elevators, Floor Pantries, Guest Safety on Floors, Guest Safety Procedures during Fire, emergencies

Unit – 3 Hotel Front Office : Front Office Introduction, Functions and its importance, Different sections of the front office department and their layout and importance – Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Inter and Intra- department coordination. Organisation structure of Front Office, Key Responsibilities, Job Descriptions, Attributes of Front Office Personnel, Uniform and Grooming Standards.

Unit – 4 Hotel Housekeeping: Introduction, Meaning and definition Importance of Housekeeping, Sections of Housekeeping, Responsibilities of the Housekeeping department, a career in the Housekeeping department. Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), Role of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff – skills of a good Housekeeper, Inter departmental Coordination with more emphasis on Front office and the Maintenance department, Hygiene and Grooming Standards of Housekeeping Personnel

Suggested Readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Housekeeping and Front Office – Jones
- Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann
- The Professional Housekeeper – Tucker Schneider,; Wiley Publications
- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks

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UNIT 1 ACCOMODATION SECTOR

Structure:

1.00	Before we begin
1.01	Unit Objectives
1.02	Introduction to Accommodation and Front Office
1.03	Types and Classification of Hotels on different Basis
1.04	Star Categorization
1.05	Heritage Hotels and Others in India
1.06	Organization Structure of Hotels
1.07	Origin, Growth and Development of Hotel Sector in India
1.08	Foreign Hotel Chains in India
1.09	Summary
1.010	End Questions
1.011	Reference

1.00 BEFORE WE BEGIN

We will start our journey into the discipline of “Accommodations and Front Office”. In hospitality industry, we take care of the guests by providing them with food and shelter. Preparation of Food is covered under the discipline of “Food Production” which is covered under the HTS101 course. Under HTS102 we study the service of the food and beverages produced by the industry. In this course we study the “shelter” part.

In this unit we will start with an overview of the Accommodations industry. We will see that hospitality industry plays a very important role as a driving force of Indian Economy. The service sector contributes most to the Gross Domestic Product (GDP) of Indian economy. Hospitality industry generates a lot of employment opportunity. The Foreign Direct Investment has also shown a remarkable trend in this sector.

Next we will study the classification of hotels based on criteria like:

Location(City-center/downtown hotel, Suburban hotels, Motels, Airport hotels, Resort hotels, Forest hotels, Floatels, Boatels, Rotels,)

Target market (Commercial hotels, Convention hotels, Resort hotels, Suite hotels,)

B&B hotels (Extended-stay, Casino hotels, Timeshares, Condominiums, Service apartments/corporate lodgings),

Size of the property, (Small hotels, Medium sized hotels, Large hotels, Very large hotels, Mega hotels, Chain hotels),

Level of service (Economy/budget hotels, Mid-scale/mid-market hotels, Luxury hotels),

Length of stay (Transient hotels, Residential hotels, Semi-residential hotels),

Theme (Heritage hotels, Ecotels, Boutique hotels, Spas).

We will see these hotel types in details. We will also see how the hotels are rated as one-star to five star deluxe categories. The requirements for such qualifications as stipulated by the Ministry of Tourism will also be discussed. You may have heard that hotels like Burj al Arab, Dubai have been categorized as seven star hotels. We will see that such categorizations do not have very sound legal basis.

Some hotels have been established at least 50 years back and have been built to show the classical Indian styles of architectures and have played important roles in the historic events of India. Such hotels have been recognized by the Ministry of Tourism in India as Heritage Hotels (there are such sub categories as Heritage, Heritage Classic and Heritage Grand hotels). We will study what is required to be categorized by Ministry of Tourism for Hotels to be categorized as Heritage, Heritage Classic and Heritage Grand hotels. We will study some of the remarkable heritage hotels in India including: The Taj Mahal Palace Hotel, (Apollo Bunder, Gateway of India, Mumbai), the Imperial Hotel, (Delhi), Lake Palace (Udaipur), and Oberoi Grand (Kolkata).

We will study the Organization structure of a typical hotels. We will then study the origin and growth of hotels in India. We will study such groups of Indian Hotels as ITC Group (with Brands like ITC Luxury Collection, WelcomHotels, Fortune and WelcomHeritage) , IHCL (brand name “Taj”) and Oberoi Group. WE will also study the foreign hotel chains in India, with particular attention to Hilton, Hyatt and Marriott. We will see that of world’s top ten hotel chains, nine operate in India (exception is Home Inn, ranked 9th as per 2015 data), with Intercontinental Hotels group having maximum number of properties and number of rooms in 2015 (around 6.86 lakh rooms in 2015).

To study Hospitality Industry, it is important to know what types of hotels are available, how they are rated and how the industry is progressing. This is why we planned to study these things in the opening unit of the course. Aware of these facts will keep you up-breast about the industry and you will have a global perspective while working in the industry. Knowledge gained in this unit will help you become a better informed person. The information will help you in other units as well. For example we studied the types of catering establishments in Unit 1 of HTS102 course, which has similar content.

1.01 UNIT OBJECTIVES

After studying this unit you will be able to

- Describe the scope and function of accommodation and front office
- Explain the classification of hotels on different basis
- Describe star categorization
- Describe various heritage hotels in India
- Explain the organization structure of hotels
- Explain how the hospitality sector in India originated and progressed with case studies like the Taj, Oberoi groups
- Describe the foreign hotel chains in India like Hilton, Marriott, Hyatt, etc

1.02 INTRODUCTION TO ACCOMODATION AND FRONT OFFICE

The Indian tourism and hospitality industry has emerged as one of the key drivers of growth among the services sector in India. The second-largest sub-segment of the services sector comprising trade, repair services, hotels and restaurants contributed nearly US\$ 295.7 billion or 19.2 per cent to the Gross Domestic Product (GDP) in 2015-16, while growing at 8.9 per cent year-on-year. Tourism in

India has significant potential considering the rich cultural and historical heritage, variety in ecology, terrains and places of natural beauty spread across the country. Tourism is also a potentially large employment generator besides being a significant source of foreign exchange for the country.

As per the report of National Skill Development Corporation on “Human Resource and Skill Requirements in the Travel, Tourism & Hospitality Sector (2013 -17, 2017 – 22)”, the industry is expected to generate 13.45 million jobs across sub-segments such as Restaurants (10.49 million jobs), Hotels (2.3 million jobs) and Travel Agents/Tour Operators (0.66 million). The Ministry of Tourism plans to help the industry meet the increasing demand of skilled and trained manpower by providing hospitality education to students as well as certifying and upgrading skills of existing service providers.

As per World Economic Forum (WEF) report, India has moved up 13 positions to 52nd rank from 65th in Tourism & Travel competitive index. Tourism Australia expects Indian tourist’s arrivals in Australia to increase 12 per cent year-on-year to reach 245,000 visitors during FY 2015-16, thus making India the eighth largest source market for tourism in Australia.

Market Size

India’s rising middle class and increasing disposable incomes has continued to support the growth of domestic and outbound tourism. Total outbound trips increased by 8.7 per cent to 19.9 million in 2015. Inbound tourist volume grew at a Compound Annual Growth Rate (CAGR) of 6.8 per cent during 2010-15.

The number of Foreign Tourist Arrivals (FTAs) has grown at a CAGR of 3.7 per cent to 5.29 lakh year-on-year in May 2016. Foreign Exchange Earnings (FEEs) during the month of May 2016 grew at a rate of 8.2 per cent year-on-year to Rs 10,285 crore (US\$ 1.52 billion).

The number of tourists arriving on e-Tourist Visa during June 2016 reached a total of 36,982 tourists registering a year-on-year growth of 137.7 per cent.

Online hotel bookings in India are expected to double by 2016 due to the increasing penetration of the internet and smart phones, as per ‘Emergence of Online Travel Agents’ report by ICRA Ltd.

Investments

The tourism and hospitality sector is among the top 10 sectors in India to attract the highest Foreign Direct Investment (FDI). During the period April 2000-March 2016, the hotel and tourism sector attracted around US\$ 9.23 billion of FDI, according to the data released by Department of Industrial Policy and Promotion (DIPP).

With the rise in the number of global tourists and realizing India’s potential, many companies have invested in the tourism and hospitality sector. Some of the recent investments in this sector are as follows:

Marriott International Inc, the US-based hotel chain, is now looking for expanding its operations in North India, including prominent cities in Uttar Pradesh like Kanpur, Varanasi and Agra.

Steigenberger Hotels, a German luxury hotel company, and MBD Group, a Delhi-based firm which runs 5-star Radisson Hotels in Noida and Ludhiana, have formed a joint venture to build five luxury hotels and manage another 15 luxury hotels in India by 2030.

Keys Hotels, a premium brand of Berggruen Hotels, plans to launch three new hotels in India at Vishakhapatnam, Calicut and Jaipur, and further add up to 10 Keys Hotels in the country by the end of FY 2017.

Stayzilla, a budget hotels and homestays aggregator, has raised over US\$ 13 million in Series C round of funding from Matrix Partners and Nexus Ventures, which will be used to improve product, technology and marketing initiatives for its alternate stay business.

Travel Tripper, a US-based hotel technology firm, has entered the Indian market by setting up its second global delivery centre outside the US in Hyderabad, which will serve as a development and client service centre for the company's worldwide operations.

Marriott International Incorporation, the global diversified hospitality industry major, has launched its first dual branded hotel in India, called the Courtyard and Fairfield, in Bengaluru, Karnataka with an investment of Rs 300 crore (US\$ 44.47 million) and thus increasing the number of Marriott hotels in India to 31.

Indian Railway Catering and Tourism Corporation (IRCTC) has partnered with OYO Rooms, India's largest branded network of hotels, to provide standardised accommodation options to train travellers through its convenient booking platform.

Ctrip.com, China's largest travel portal, has bought a stake in India's largest travel portal MakeMyTrip for US\$ 180 million via convertible bonds, which allows Ctrip to increase its share in MakeMyTrip up to 26.6 per cent.

Global investment banking major Goldman Sachs has invested Rs 441 crore (US\$ 65.37 million) to acquire an equity stake in Gurgaon-based hotel development and investment start-up SAMHI Hotels which will help fund SAMHI's expansion plans.

Fairfax-owned Thomas Cook has acquired Swiss tour operator Kuoni Group's business in India and Hong Kong for about Rs 535 crore (US\$ 79.31 million) in order to scale up inbound tour business

US-based Vantage Hospitality Group has signed a franchise agreement with India-based Miraya Hotel Management to establish its mid-market brands in the country.

Thai firm Onyx Hospitality and Kingsbridge India hotel asset management firm have set up a joint venture (JV) to open seven hotels in the country by 2018 for which the JV will raise US\$ 100 million.

ITC is planning to invest about Rs 9,000 crore (US\$ 1.33 billion) in the next three to four years to expand its hotel portfolio to 150 hotels. ITC will launch five other hotels - in Mahabalipuram, Kolkata, Ahmedabad, Hyderabad and Colombo - by 2018.

Goldman Sachs, New-York based multinational investment banking fund, has invested Rs 255 crore (US\$ 37.8 million) in Vatika Hotels.

Japanese conglomerate SoftBank will lead the Rs 630 crore (US\$ 93.4 million) funding round in Gurgaon based OYO Rooms.

MakeMyTrip will acquire the travel planning website Mygola and its assets for an undisclosed sum, and will together look to focus on innovating the online travel segment.

Government Initiatives

The Indian government has realised the country's potential in the tourism industry and has taken several steps to make India a global tourism hub. Some of the major initiatives taken by the Government of India to give a boost to the tourism and hospitality sector of India are as follows:

The Ministry of Tourism plans to revise its guidelines to exempt homestays from service tax or commercial levies and make their licensing process online, which is expected to encourage people to offer homestays to tourists.

ITC Ltd has renewed its 40-year partnership with Starwood Hotels & Resorts to operate 11 luxury hotels in India, and three more luxury hotels in Hyderabad, Ahmedabad and Kolkata which will be completed in the next four years, thus increasing the total number of hotels to 15.

The e-Tourist Visa (e-TV) scheme has been extended to 37 more countries thereby taking the total count of countries under the scheme to 150 countries.

The Union Cabinet has approved the signing of Memorandum of Understanding between the Ministry of Tourism of India and the Ministry of Trade Industry and Tourism of Colombia in order to boost cooperation in the field of tourism between the two countries.

The Central Government has given its approval for signing of a Memorandum of Understanding (MoU) between India and Cambodia for cooperation in the field of tourism with a view to promote bilateral tourism between the two countries.

Ministry of Tourism has sanctioned Rs 844.96 crore (US\$ 125.26 million) to States and Union Territories for developing tourism destinations and circuits during FY 2014-15, which includes projects relating to Product/Infrastructure Development for Destinations and Circuits (PIDDC), Human Resource Development (HRD), Fairs and Festivals & Rural Tourism.

The Heritage City Development and Augmentation Yojana (HRIDAY) action plans for eight missions cities including Varanasi, Mathura, Ajmer, Dwaraka, Badami, Vellankini, Warangal and Amaravati have been approved by HRIDAY National Empowered Committee for a total cost of Rs 431 crore (US\$ 63.89 million).

Government of India plans to cover 150 countries under e-visa scheme by the end of the year besides opening an airport in the NCR region in order to ease the pressure on Delhi airport.

Under 'Project Mausam' the Government of India has proposed to establish cross cultural linkages and to revive historic maritime cultural and economic ties with 39 Indian Ocean countries.

Road Ahead

India's travel and tourism industry has huge growth potential. The medical tourism market in India is projected to reach US\$ 3.9 billion in size having grown at a CAGR of 27 per cent over the last three years (according to a joint report 'Medical Value Travel in India' by FICCI and KPMG). Also, inflow of medical tourists is expected to cross 320 million by 2015 compared with 85 million in 2012. The tourism industry is also looking forward to the expansion of E-visa scheme which is expected to double the tourist inflow to India. Rating agency ICRA Ltd estimates the revenue growth of Indian hotel industry strengthening to 9-11 per cent in 2015-16. India is projected to be the fastest growing nation in the wellness tourism sector in the next five years, clocking over 20 per cent gains annually through 2017 {according to a study conducted by SRI International}.

Exchange Rate Used: INR 1 = US\$ 0.0148 as on July 11, 2016

References: Media Reports, Ministry of Tourism, Press Releases, Department of Industrial Policy and Promotion (DIPP), Press Information Bureau (PIB)

Check Your Progress

Describe the various initiatives taken by Indian government to boost the tourism and hospitality industry.

Which are the investments by foreign institutions in Indian hospitality sector?

1.03 CLASSIFICATION OF HOTELS ON DIFFERENT BASIS

Development in the field of transportation, communication and increase in population had effect on the growth, type and location of hotels and supplementary accommodation. Today, we find many hotels and catering establishments of varied character, size and nature operating in different cities and tourist centers. Classification of these hotels and supplementary units within the industry is a complicated task.

Hotels are of various types depending on number of factors like the nature and facilities offered, size, location etc. Classification in the real sense separates accommodation into different categories or class on the basis of objective criteria, for example, by the type of accommodation, such as hotels, motels, tourist lodges, holiday camps etc. It seeks to present information about tourist accommodation units in a form, which enables the user to find information he requires. Information thus obtained will help to compare with identical classification and thus, separates accommodation according to physical features.

In a system of classification, hotels are ideally grouped into reasonably homogenous sections according to their important general characteristics. Any classification of the industry into its component sections is bound to be rough one as has been observed that hotels and catering services are in joint demand. Therefore, an attempt is made here to create such groups of undertakings which only share some common characteristics.

Hotel is an establishment selling service: food, drink and shelter. The value and the potentiality of a hotel are assessed by the size, location, number of rooms and other revenue earning points it possesses. The classification of hotels within the industry is a complicated task. Hotels can be classified on different basis.

Location

- City-center/downtown hotel
- Suburban hotels
- Motels
- Airport hotels
- Resort hotels
- Forest hotels
- Floatels
- Boatels

- Rotels

Target market

- Commercial hotels
- Convention hotels
- Resort hotels
- Suite hotels

B&B hotels

- Extended-stay
- Casino hotels
- Timeshares
- Condominiums
- Service apartments/corporate lodgings

Size of the property

- Small hotels
- Medium sized hotels
- Large hotels
- Very large hotels
- Mega hotels
- Chain hotels

Level of service

- Economy/budget hotels
- Mid-scale/mid-market hotels
- Luxury hotels

Length of stay

- Transient hotels
- Residential hotels
- Semi-residential hotels

Theme

- Heritage hotels
- Ecotels
- Boutique hotels
- Spas

Check Your Progress

Describe the various ways of categorization of hotels.
Which are the various types of hotel based on the size of property?

1.03.01 Based on Location

(a) City-center/downtown hotels:

Hotel Location - In the centre or heart of the city and within a short distance of the shopping areas, theatres, public buildings, business centre.

Hotel Rate - Higher (due to location advantages)

(b) Suburban hotels:

Hotel Location - In the suburbs. These hotels have the advantage of quieter surroundings.

Hotel Rate – Moderate to low (disadvantage of having to travel greater distance).

(c) Motel –

Hotel Location - On highways and provide modest lodgings to highways travelers and provide ample space for parking. The length of stay is usually overnight.

Hotel Rate- Rates are generally lower than other hotels.

(d) Airport hotels –

Hotel Location - near the airports. They cater mainly to transit guests, who might have to stay over at the hotel between flights. Generally, these type of hotels have contract with different airlines to have a continuous and guaranteed business

Hotel Rate : Rates are generally higher

e) Resort hotels:

Hotel Location -at hill stations, near the seashore, etc where people can enjoy the stay and relax for a longer period as well as to people who are looking for a change for health reasons. Resorts are further categorized on the basis of their location and positioning like health resorts, hill resorts, beach resorts, summer resorts, winter resorts, etc.

Hotel rate - Rates are generally higher

(f) Forest hotels:

Hotel Location - within a forest range. They cater to people who love to spend time in forest and enjoy with animals and birds like to visit these type of hotels.

Hotel Rate - Rates are generally lower than other hotels .

(g) Floatels –

Hotel Location - on luxury liners or ships. Rivers, big lakes and seas are ideal spots for these type of hotels. In cruise ships, rooms are smaller and all the furniture is fixed down.

Hotel Rate - Rates are generally higher.

h) Boatels:

Hotel Location – Combination of Boat and Hotel. A houseboat hotel is referred to as a boatel. The *shikaras* of Kashmir and the *kettuvalams* of Kerala are houseboats that offer small but luxurious accommodation to travelers in midst of lakes and waterways.

Hotel Rate - Rates are generally higher.

i) Rotels:

Hotel Location – Combination of railway and hotel. These novel variants are hotels on wheels. Palace on Wheels and Deccan Odyssey are trains providing a luxurious hotel atmosphere in India. Rotels also include some large trucks with the interiors done up like hotel rooms. They are normally used by a small group of travellers to visit various places by road.

Hotel Rate - Rates are generally higher.

Check Your Progress

What is meant by rotel?

What is the difference between a floatel and a boatel?

1.03.2 Based on Target Market

(a) Commercial hotels: Hotels situated in the heart of the city in busy commercial areas so as to get increased profit in business. These hotels mostly cater to businessmen and are typically designed on the European plan.

(b) Convention hotels: Hotels which have a large convention complex and cater to people taking part in a convention, meeting, seminar or similar event are called convention hotels.

(c) Resort hotels: these types of hotels are generally used by people who come for a long vacation want to relax and enjoy during the outing period. Generally, the period of stay is long such as a week or even a month.

d) Suite hotels: These hotels offer rooms that may include such house-like facilities like small kitchen, complete with utensils, a small refrigerator and may be a microwave oven. They have fewer guest services than other hotels. These types of hotels cater to people who are frequent travelers and needs accommodation like home away from home. Most of the hotels classify some rooms in this category so get the business from this segment as well.

(e)B&B hotels: The expansion of B&B is bed and breakfast. This type of hotels provides lodging with breakfast and sometimes a little bit of snacks. These accommodations may vary from houses converted to provide such accommodation or specially constructed small commercial building with 20-30 guestrooms.

The rates of these types of accommodation are lower than other hotel as services like meeting rooms, laundry, lunch, dinner and recreational facilities are usually not offered.

(f) Extended-stay hotels: this hotel is similar to suite hotels but usually offer kitchenette amenities in the room, which suite hotels usually do not. The guests who like to stay for five-six days or even longer and do not want to spend money on exotic food in restaurants prefer these type of hotels. The length of stay generally determines the room tariff.

(g) Casino hotels: Hotels that provide licensed gambling facilities are called casino hotels. At some casino hotels, gambling activities always open (24 x7x 365). Although the guest rooms and the food and beverages operations in these hotels may be quite luxurious, their function is secondary to and supportive of the casino operations. They also provide extravagant floorshows and chartered flights for guests.

(h) Timeshares: These are vacation interval hotels, which involve individuals purchasing the *ownership* of a hotel for a specific period of time. Usually one or two weeks in a year is the period of stay which is decided as per mutual understanding of both the parties and the owners then occupy the unit during that time. Owners may also have the unit rented out by the management company that operates the hotel.

(i) Condominiums: These are very much similar to timeshare hotels. Units in condominium hotels have only one owner instead of multiple owners, each for a limited amount of time each year. In a condominium, an owner clearly tells to the management company about the duration he/she wants to occupy the unit and the management Company may rent the unit for the remainder of the year to someone else. Revenue generated during the remainder of the year goes to the owner with a commission amount going to the management company

(j) Service apartments/corporate lodgings: These are the accommodation made for guests who wish to stay for longer periods of time, generally up to six months or even a year depending upon the needs of their work and projects. Guests in these type of hotels often include salaried employees and businessmen moving from one city to another as well as consultants on temporary assignments, corporate training programs and special projects connected with movie or sporting events. Corporate lodgings usually provide fully furnished apartments for guests.

Check Your Progress

What is meant by a B&B hotel?
Describe a timeshare hotel.

1.03.3 Based on Size of Property

The numbers of rooms constructed categorizes the size of the hotel. Following are the standard number of rooms as per the size.

Small hotels: There is no hard and fast rule. In the West, hotels with less than a 100 rooms are considered as small. However in India, hotels with 25 rooms and less may be considered small hotels.

Medium-sized hotels: World over, hotels with 100-300 rooms are considered as medium-sized hotels. However in India, hotels with 25-100 rooms are normally considered as medium sized hotels.

Large hotels: In the West, hotels with 400-600 rooms are termed as large hotels. However in India, hotels with 101 -300 rooms are usually called as large hotels.

Very large hotels: World over, hotels with 600-1000 rooms may be called as very large hotels. However in India, hotels with more than 300 rooms are referred to as very large hotels.

Mega hotels: Hotels with more than 1,000 rooms are called mega hotels.

Chain hotels: These types of hotels have a number of branches at different locations such as at different cities, states or countries, etc., but provide service of the same standard in hotels at different sites. These types of hotels maintain the same service standard by following the given set of procedures.

Check Your Progress

How many rooms are there in a mega hotel?

What is the difference between a very large hotel and chain hotels?

1.03.4 *Based on Level of Service*

Hotels may also be classified into economy, mid-scale and luxury hotels on the basis of the level of services they offer and the rates of tariff.

Economy/budget hotels: As the name suggests, economy/budget hotels are cheaper than the other hotels because they provide items and supplies which are required on daily basis, and that too of not very expensive and luxurious quality. These properties focus on meeting the most basic needs of guests by providing clean, comfortable and inexpensive rooms. This type of hotels generally appeal to budget minded travellers who want rooms with all the amenities which fulfils basic needs.

Mid-scale/mid-market hotels: Mid-scale/mid-market hotels are the most popular hotels as they appeal to the largest segment of the travelling public. Mid-market services are modest but sufficient and the staffing level is moderate but not huge. This type of hotels generally offer a small living room or parlour area with a grouping of appropriate furniture and a small bedroom with a king size bed. Sometimes, they also provide with a kitchenette, complete with cooking utensils, refrigerator and microwave oven.

Luxury hotels: Luxury hotels, as the name suggests, offer world-class services, providing upscale restaurants and lounges, exquisite decor, concierge services, opulent meeting rooms and dining facilities. Even bath linen is also provided twice, once at the time of housekeeping service given to the room and second at the time of turndown service at evening, in addition, these guestrooms contain furnishings, decor and artwork that are more expensive than that of guestrooms in the mid-market service category.

1.03.5 *Based on Length of Stay*

These types of hotels are categorized on the basis of length of the stay.

Transient hotels: These are short-stay hotels. Here a guest can register for a day or even less than a day means only for few hours as well. Transient hotels generally are situated near airports and seaports. They are usually five star level hotels and may have travel agencies within the premises and also offer a car

on hire. The occupancy rate is usually high, sometimes it touches or even crosses 100 per cent as each room may be sold more than once each day.

Residential hotels/apartotels: Residential hotels or apartotels are the hotels, which provide accommodation for long period, and it can be from a month's time to a year or two. Usually, the hotels prepares documents like detailed lease agreement and get it signed by the customer because rent is paid either on monthly basis or quarterly but never on a daily basis. The guestrooms include a sitting room, a bedroom and a kitchenette. These type of hotels cater to people who stay away from home for a long period for various purposes.

Semi-residential hotels: Semi-residential hotels incorporate the features of both transient and residential hotels. They cater to both types of guests. If somebody wants to stay for few hours then they may sell the room on hourly basis and if somebody requires it for a long period then an agreement can be made and the room given to the guest accordingly.

Check Your Progress

What are the various hotel types based on level of service?
What is apartotel?

1.03.6 Based on the Theme

Heritage hotels: As you know after the independence, in India, many kings and nawabs lost their status as kings or nawabs. They had built their residences as palaces or hawelies which contributed to the civilization and culture of our country in a grand manner. To preserve those magnificent architectural marvels and also to earn revenue, many of these historical places have been purchased by hoteliers and converted them as hotels. The Ministry of Tourism has laid down norm to recognize such places as heritage hotels in three categories, namely, heritage, heritage classic and heritage grand. We will learn about the criteria laid down by the Ministry of Tourism later in this unit and also study four heritage hotels.

Ecotels: Ecotels are hotels, which follow environment friendly practices and procedures. Instead of being environment friendly, environment sensitive phrase is being used nowadays, after accepting that no hotel can be truly friendly to the environment, since in one way or the other they will be, though in a small way, harming the environment. But any hotel can try to be an environment sensitive by using less harmful products.

Boutique hotel: Boutique hotels provide the best possible accommodation, are furnished in a themed and stylish way, and come with the best of personalized. These hotels try to offer services and facilities to show utmost importance to the guests. They cater to corporate travelers and discerning travelers who place high importance on privacy, luxury and service delivery.

Spas: Spa is a place to take invigorating practices like massage. Acutally, Spa refers to a tub for relaxation or invigoration, usually including a device for raising whirlpools in the water. A spa resort is a hotel that provides therapeutic baths and massages along with other features of a luxury hotel. A medical spa is a facility that operates under the full-time, on site supervision of a licensed healthcare professional.

Check Your Progress

What is a ecotel?

What features should a hotel have to be called a boutique hotel?

1.04 STAR CATEGORIZATION

The basic criterion for classifying and grading hotels is the star categorization of hotels. This is one of the most commonly understood, accepted and recognized system in India and is also the official system of classification in this system, hotels are classified on the basis of facilities that they have and the services which the hotels provide to their guests. Based on the number of services and facilities (their qualities and standards) which may vary from a basic bedroom to luxury room with most modern fittings and equipment, the hotels are awarded 'stars' ranging from one to five –star deluxe.

The classification of new and functioning hotels is done by the Ministry of Tourism. The department formed a committee called Hotels and restaurants Approval and classification Committee (HRACC), which is headed by the D.G. of tourism or the A.D.G. of Tourism and comprises members from the hotel of tourism or the A.D.G. of Tourism and comprises members from the hotel industry, Travel Agents Association of India (TAAI) Department of Tourism and principals of regional institutes of hotel management, catering technology and applied nutrition. This has 1- to 5-stars and also a five-star deluxe category. The committee conducts its inspection once in three years. In this inspection, the existing hotels which have been classified are also checked, to confirm that the hotels follow required standards as per the star classification awarded.

1.04.01 BASIC CRITERIA FOR STAR CLASSIFICATION

A functioning hotel must fulfil the following minimum basic requirements to be eligible for star classification:

The hotel must have a least ten rooms to be let out.

The carpet areas of all rooms and bathrooms should, by and large, adhere to the specified limits

1.04.02 INDIVIDUAL CRITERIA FOR STAR RATING

The criteria for hotels of each star category, has been explained as follows :

i) ONE STAR CATEGORY HOTELS

The general construction of the building of one star category hotels should good and the locality and environs including immediate approach should suitable. The various dimensions on which the star is awarded are the following

Rooms

- The hotel should have at least the bathrooms to be let out, of which at least 25 per cent should have attached bathroom and there should be a bathroom for every four of the remaining rooms.
- The room should be properly ventilated with clean and comfortable and furniture.

Bathrooms

- At least 25 per cent of the bathrooms should have western style water closets.
- All bathrooms should have modern sanitation fittings and running cold water with adequate supply of hot water, soap and toilet paper.

Reception Counter

- There should be a reception counter with a telephone and a telephone for the use of guests and visitors.

Dining room and kitchen

- There should be a clean and moderately well-equipped dining room restaurant serving nutritious and hygienic food.
- There should be a clean well-equipped kitchen and pantry.
- The crockery, cutlery and glassware should be of good quality.

Staff

- There should be experienced, courteous and efficient staff in smart and clean uniform.
- The senior staff interacting with guest should possess a working knowledge of English.

Housekeeping

- It should be of a high standard, and clean and good quality linen , blankets and towels should be supplied.

ii) TWO STAR CATEGORY HOTELS

The building of two-star hotels should be well constructed and the locality and environs including the approach should be suitable for a good hotel. The various dimensions on which the stars are awarded are the following:-

Rooms and bathrooms

- The hotel should have at least ten bedrooms to be let out, of which at least 75 per cent should have attached bathrooms with showers and a bathroom for every four of the remaining rooms.
- The bathrooms should have modern sanitary fittings and running cold water with an adequate supply of hot water , soap and toilet paper.
- 25 per cent of rooms should be air conditioned (except in hill stations, where there should be heating arrangements in all the rooms)
- All the rooms must be properly ventilated, clean and comfortable, with all the necessary items of furniture.
- There should be a well – furnished lounge.

Reception

- There should be a reception counter with a telephone.
- There should be a telephone or cell bell in each room
- There should be two telephones on each floor unless each room has a separate telephone.

Dining room and kitchen

- There should be a well maintained and well-equipped dining room or restaurant serving good clean wholesome food.
- There should be a clean , hygienic and well-equipped kitchen and pantry.
- The crockery, cutlery and glassware should be of good quality.

Staff

- There should be experienced, courteous and efficient staff in smart and clean uniform.
- The supervisory staff interacting with guests should be able to converse in English.

Housekeeping

- There should be provision for laundry and dry cleaning services.
- Housekeeping should be of a good standard and clean and good quality linen, blankets, towels etc. should be provided.

iii) THREE-STAR CATEGORY HOTELS

The architectural features and general construction of the building of the three-star category hotels should be of very good standards and the locality including the immediate environment should be suitable for a very good hotel. There should, also be adequate parking facilities for cars. The various dimensions on which the stars are awarded are the following:

Rooms and bathrooms

- The hotel should have at least twenty – five bedrooms to be let out, all with attached bathrooms.
- At least 50 per cent of the bathrooms must have long baths or the most modern shower chambers, with round – the-clock service of hot and cold running water.
- All public and private rooms should be fully air conditioned (except in hill stations where there should be heated arrangements) and should be well furnished with carpets, curtains , furniture, fittings etc. in good taste.
- It would be advisable to employ the service of professionally qualified and experienced interior designers of repute for this purpose.

- There should be a telephone in each room and telephone for the use of guests and visitors and provisions for a radio or relayed music in each room.

Elevators and lounge

- There should be an adequate number of efficient lifts in building of more than two storeys including the ground personnel.
- There should be a well-equipped lobby and separate cloakrooms for men and woman, equipped with fitting of a standard befitting a hotel of this category.

Reception

- There should be a reception, cash and information counter attended by trained and experienced personnel.
- There should be a special room for conference or banquet purposes.
- There should be a bookstall, recognized travel agency, money , changing and safe deposit facilities and a left luggage room on the premises.
- There should be a well-equipped,well-furnished and well –maintained dining room or restaurant on the premises and a well-equipped bar or permit room.

Kitchen

- The kitchen pantry and cold storage should be professionally designed to ensure efficiency of operations and should be well-equipped.
- The hotel should offer both international and India cuisine and the food and beverage service should be of the highest standard.

Staff

- There should be professionally qualified, highly trained, experienced efficient and courteous staff in smart, clean uniformed and the staff interacting with guest should understand English.
- The supervisory senior staff should possess good knowledge of English
- It will be desirable for some of the staff should possess good knowledge of foreign languages.
- There should round –the –clock service for reception information.
- There should be provision for reliable laundry and dry cleaning services.

Housekeeping

- Housekeeping at the hotel should be of the highest possible standard and there should be adequate supply of linens, blankets, towels etc. which should be highest quality available.

- Similarly , the crockery, cutlery and glassware should be provided along with a vacuum jug or thermos flask with ice cold, purified drinking water, except where centrally chilled purified drinking water is provided for. There should be a special restaurant or dining room where facilities for dancing and an orchestra are provided .

iv) FOUR STAR CATEGORY HOTELS

The architectural features and general construction of the building of four –star category hotels should be distinctive and the locality including the immediate approach and the environment should be suitable for a hotel of this category. There should be adequate parking facilities for cars. The various dimensions on which the stars are awarded are the following:

Rooms and bathrooms

- The hotel should have at least twenty-five bedrooms to be let out , all with attached bathrooms.
- At least 50per cent of the bathrooms must have long baths or the most modern shower chambers, with round –the-clock service of hot and cold running water.
- All public and private rooms should be fully air conditioned (except in hill stations where there should be heated arrangements) and should be well furnished with carpets, curtains, furniture, fittings, etc.in good taste.
- It would be advisable to employ the service of professionally qualified and experienced interior designers of repute for this purpose.
- There should be a telephone in each room and telephone for the use of guests and visitors and provisions for a radio or relayed music in each room.

Elevators and lounge

- There should be an adequate number of efficient lifts in buildings of more than two storeys including the ground floor.
- There should be a well –equipped lobby and separate cloakrooms for men and women, equipped with fittings of a standard befitting a hotel of this category.

Reception

- There should be a reception, cash and information counter attended by trained and experienced personnel.
- There should be a bookstall, resigned travel agency, money changing and safe deposit facilities and a left luggage room on the premises.
- There should be a well –equipped, well –furnished and well-maintained dining room or restaurant on the premises and a well-equipped bar and permit room.

Kitchen

- The kitchen pantry and cold storage should be professionally , designed to ensure efficiency of operations and should be well-equipped.

- The hotel should offer both international and Indian cuisine and the food and beverage service should be of the highest standards.

Staff

- There should be professionally qualified, highly trained, experienced efficient and courteous staff in smart, clean uniform and the staff interacting with the guest should understand English.

- There will be desirable for some of the staff to have knowledge of foreign languages.

- There should be round –the –clock service for reception information.

- There should be provision for reliable laundry and dry cleaning services.

Housekeeping

- Housekeeping at the hotel should be of the highest possible standard and there should be of the highest quality available.

- Similarly, the crockery, cutlery and glassware should be provided along with a vacuum jug or thermos flask with ice cold, purified drinking water, except where centrally chilled purified drinking water is provided for. There should be a special restaurant or dining room where facilities for dancing and an orchestra are provided.

v) FIVE STAR AND FIVE STAR DELUX CATEGORY HOTELS

The architectural features and general construction of the building of five –star deluxe hotels should have the distinctive qualities of a luxury hotel of this category. Five-star deluxe category hotels are a qualitative extension of the five star category. In a five-star deluxe hotel, the comparative all rounds of service and amenities are of superior quality and high standard.

Rooms and bathrooms

- The hotel should have at least twenty-five bedrooms to be let out , all with well appointed, attached bathrooms with long baths or the most modern shower chambers with round –the-clock service of hot and cold running water.

- All public and private rooms should be fully air conditioned (except in hill stations where there should be heating arrangements) and should be well equipped with superior – quality carpets , curtains , furniture, fittings etc.in good test. It is advisable to employ the service of professionally experienced interior designer of repute for this purpose.

- There should be an adequate number of efficient lifts in buildings of more than two storeys including the ground floor with round –the clock service.

- There should be a well-designed and well-equipped swimming pool (except in hill stations)

- There should be a well-appointed lobby and separate cloakrooms for men and women, equipped with fittings of a standard benefitting a hotel of this category.

Reception and lounge

- There should be a reception, cash and information counter , attended by highly qualified, trained and experienced personnel and conference facilities in the form of one each or more of conference room/banquet hall and private dining rooms.
- The kitchen pantry and cold storage should be professionally designed to ensure efficiency of operation and should be well equipped.
- The hotel should offer both international and Indian cuisine and the food and beverage service should be of the highest standards.

Staff

- There should be professionally qualified , highly trained, experienced, efficient and courteous staff in smart , clean uniforms and the staff interacting with the guest should understand English.
- It will be desirable for some of the staff to have knowledge of foreign languages.

1.04.03 Is there such thing as Seven Star Category?

Some hotels have been advertised as seven star hotels. The Burj Al Arab hotel in Dubai was opened in 1998 with a butler for every room – this has been the first hotel being widely described as a "seven-star" property, but the hotel says the label originates from an unnamed British journalist on a press trip and that they neither encourage its use nor do they use it in their advertising. Similarly the Emirates Palace Hotel in Abu Dhabi (open since 2005) is sometimes described as seven star as well, but the hotel uses only a five star rating.



Fig 1.01 Burj al Arab, Dubai

The Galleria in Milan, Italy was opened in 2007 and it claims to have a seven star certificate from SGS Italy2008. However the SGS Italy (not the official tourism agency) only has five stars in the

general hotel stars categorization, with the full title of the certificate being left unknown, just as the renewal process is unknown. Overall, as no traditional organization or formal body awards or recognizes any rating over five-star deluxe, such claims are meaningless and predominantly used for advertising purposes.

Historically, luxury hotels have used the membership in The Leading Hotels of the World to document regular inspection on an additional level. This organization had been formed in 1928 and it reorganized in 1971 introducing a world-wide inspection service.

Check Your Progress

What are the features of a five star hotel?

Describe the features of kitchen and housekeeping in a four star hotel

1.05 HERITAGE HOTELS AND OTHERS IN INDIA

1.05.01 WHAT ARE THE HERITAGE HOTELS?

The term 'heritage' in the heritage hotel context reflects the need to preserve our cultural inheritance. Thus the heritage sites are expected to be old and uniquely representing the cultural signature of the country.

According to Ministry of Tourism the following criteria are laid down for recognition of a property as Heritage Hotel in India.

Definition:

'Heritage Hotels' cover running hotels in palaces/castles/forts/havelies/hunting loges/ residence of any size built prior to 1950. The facade, architectural features and general construction should have the distinctive qualities and ambience in keeping with the traditional way of life of the area. The architecture of the property to be considered for this category should not normally be interfered with. Any extension, improvement, renovation, change in the existing structures should be in keeping with the traditional architectural styles and constructional techniques harmonizing the new with the old. After expansion/renovation, the newly built up area added should not exceed 50% of the total built up (plinth) area including the old and new structures. For this purpose, facilities such as swimming pools, lawns etc. will be excluded. Heritage Hotels will be sub-classified in the following categories:

Heritage:

This category will cover hotel in Residences/Havelies/Hunting Lodges/Castles/Forts/ Palaces built prior to 1950. The hotel should have a minimum of 5 rooms (10 beds).

Heritage Classic:

This category will cover hotels in Residences/Havelies/Hunting Lodges/Castles/Forts/ Palaces built Prior to 1935. The hotel should have a minimum of 15 room (30 beds).

Heritage Grand:

This category will cover hotels in Residence/Havelies/Hunting Lodges/Castles/Forts/ Palaces built prior to 1935. The hotel should have minimum of 15 rooms (30 beds).

Room & Bath Size:

No room or bathroom size is prescribed for any of the categories. However, general ambience, comfort and imaginative readaptation would be considered while awarding sub-classification 'classic' or 'grand'.

SPECIAL FEATURES:

Heritage:

General features and ambience should conform to the overall concept of heritage and architectural distinctiveness.

Heritage Classic:

General features and ambience should conform to the overall concept of heritage and architectural distinctiveness. The hotel should provide at least one of the under mentioned sporting facilities.

Heritage Grand:

General features and ambience should conform to the overall concept of heritage and architectural distinctiveness. However, all public and private areas including rooms should have superior appearance and decor. At least 50% of the rooms should be air-conditioned (except in hill stations where there should be heating arrangements). The hotel should also provide at least two of the under mentioned sporting facilities.

SPORTING FACILITIES:

Swimming Pool, Health Club, Lawn Tennis, squash, Riding, Golf Course, provided the ownership vests with the concerned hotel. Apart from these facilities, credit would also be given for supplementary sporting facilities such as Golf, Boating, Sailing, Fishing or other adventure sports such as Ballooning, Parasailing, Wind-surfing, Safari excursions, Trekking etc. and indoor games.

CUISINE:

Heritage:

The hotel should offer traditional cuisine of the area.

Heritage Classic:

The hotel should offer traditional cuisine but should have 4 to 5 items which have close approximation to continental cuisine.

Heritage Grand:

The hotel should offer traditional and continental cuisine.

MANAGEMENT:

The Hotel may be managed and run by the owning family and/or professionals.

Note: Classification in any of the above categories will be given keeping in view the overall standard of the property. The hotel would be judged by the quality of service and the years of experience that the owner/staff have had in the business.

GENERAL FEATURES:

There should be adequate parking space for cars. All public rooms and areas and the guest rooms should be well maintained and well equipped with quality carpets/area rugs/good quality duries, furniture, fittings etc. in good taste and in keeping with the traditional lifestyle. If carpeting is not provided, the quality of flooring should be very good (This is not to suggest that old and original flooring whether in stone or any other material should be replaced unnecessarily). The guest rooms should be clean, airy, pest free without dampness and musty odour, and of reasonably large size with attached bathrooms with modern facilities (e.g. flush commodes, wash basins, running hot and cold water, etc.). There should be a well appointed lobby and/or lounge equipped with furniture of high standard with separate ladies and gents cloak rooms with good fittings.

FACILITIES:

There should be a reception, cash and information counter attended by trained and experienced personnel. There should be money changing facilities and left luggage room. There should be a well equipped, well furnished and well maintained dining room on the premises and, wherever permissible by law, there should be an elegant, well equipped bar/permit room. In the case of Heritage Grand and Heritage Classic

Bar is necessary and “desirable in the case of Heritage Basic.” The kitchen and pantry should be professionally designed to ensure efficiency of operation and should be well equipped. Crockery, cutlery, glassware should be of high standard and in sufficient quantity, keeping in view the lifestyle and commensurate with the number of guests to be served. Drinking water must be bacteria free; the kitchen must be clean, airy, well lighted and protected from pests. There must be a filtration/purification plant for drinking water. There must be three tier washing system with running hot and cold water; hygienic garbage disposal arrangements; and frost free deep freezer and refrigerator (where the arrangement is for fresh food for each meal, standby generator will not be insisted upon).

SERVICES:

The hotel should offer good quality cuisine and the food and beverage service should be of good standard. There should be qualified, trained, experienced, efficient and courteous staff in service and clean uniforms and the staff coming in contact with the guests should understand English, Housekeeping at these hotels should be of the highest possible standard and there should be a plentiful supply of linen, blankets, towels, etc. which of the highest possible standard and should be a plentiful be of high quality. Each guest room should be provided with a vacuum jug/flask with bacteria free drinking water. Arrangements for heating/cooling must be provided for the guest rooms in seasons. Places which have telephone lines must have at least one phone in the office with call bells in each guest room.

Arrangements for medical assistance must be there in case of need. The staff/room ratio must be in keeping with the number of guest room in each property. These hotels must be run on a professional

basis while losing none of their ambience and services. The hotel should be environment friendly. The gardens and grounds should be very well maintained. There should be an efficient system of disposal of garbage and treatment of wastes and effluents. The hotel should present authentic and specially choreographed local entertainment to the guests. They should also have, wherever possible, arrangements for special services such as wildlife viewing, water sports, horse/camel/elephant riding or safaris etc.

Check Your Progress

What features distinguish heritage, heritage classic and heritage grant hotels?
Which agency recognizes a hotel to be of heritage category in India?

1.05.02 Some of the remarkable Heritage hotels in India

According to Wikipedia there are 38 hotels in the category of Heritage Hotels. However, the website <http://www.heritagehotelsfindia.com/heritage-hotels.html> lists more than 370 properties as the heritage hotels. Some of the remarkable hotels are as follows:

1. The Taj Mahal Palace Hotel, Apollo Bunder, Gateway of India, Mumbai



Fig 1.02: The Taj Mahal Palace

The Taj Mahal Palace Hotel is a five-star hotel located in the Colaba region of Mumbai, Maharashtra, India, next to the Gateway of India.

Part of the Taj Hotels Resorts and Palaces, this hotel is considered the flagship property of the group and contains 560 rooms and 44 suites. There are some 1,500 staff including 35 butlers. From a historical and architectural point of view, the two buildings that make up the hotel, the Taj Mahal Palace, and the Tower are two distinct buildings, built at different times and in different architectural designs.

The hotel has hosted many notable guests, from presidents to captains of industry and stars of show business. The hotel's original building was commissioned by Tata and first opened its doors to guests on 16 December 1903.

It is widely believed that Jamsetji Tata decided to build the hotel after he was refused entry to one of the city's grand hotels of the time, Watson's Hotel, as it was restricted to "whites only". However, this story has been challenged by some commentators that suggest that Tata was unlikely to have been concerned with 'revenge' against his British adversaries. Instead, they suggest that the Taj was built at the urging of editor of The Times of India who felt a hotel "worthy of Bombay" was needed.

The original Indian architects were Sitaram Khanderao Vaidya and D. N. Mirza, and the project was completed by an English engineer, W. A. Chambers. The builder was Khansaheb Sorabji Ruttonji Contractor who also designed and built its famous central floating staircase. The cost of construction was £250,000 (£127 million in 2008 prices).

During World War I the hotel was converted into a hospital with 600 beds. The Taj Mahal Tower, an additional wing of the hotel, was opened in 1973. It was designed by Melton Bekker

Check Your Progress

When was the Taj Mahal Palace, Appollo Bunder, Mumbai established?
Can the Taj Mahal Tower adjacent to the Taj Mahal Palace, Mumbai be granted heritage hotel status, as per rules?

2. The Imperial Hotel, Janpath, New Delhi



Fig 1.03: The Imperial, Delhi

The Imperial, New Delhi, built in 1931, is a luxury hotel in India, located at Janpath, Previously called Queensway, close to Connaught Place in New Delhi. It was New Delhi's first luxurious grand hotel.

Today it has the largest collection of colonial and post-colonial art and artifacts anywhere in Delhi, and has a museum and an art gallery

Featuring in Fodor's Travel's list of 15 Legendary Hotels around the world in 2014, The Imperial Hotel Delhi has won several awards because of its impeccable hospitality. Constructed in 1936 on Queensway, now Janpath, this heritage hotel boasts of being close to a number of important places in the city. The interiors exude royalty and colonial ambiance clubbed with world-class amenities. Enjoy facilities like Spa, well-equipped rooms and suites, business services, several dining venues and more.

The hotel was opened in 1936, designed in mix of Victorian and colonial architecture with a hint of Art Deco style by architect, F.B. Blomfield, an associate of Edwin Lutyens, who in turn designed the new capital of British Raj, New Delhi, also inaugurated in the same year, and contained in Lutyens'

Delhi. The Imperial was built by S.B.S. Ranjit Singh, son of R.B.S. Narain Singh, honoured by the British Raj, at the Coronation Durbar of 1911, wherein New Delhi was declared the new Capital of India from Calcutta.

The hotel was restored by its General Manager and Vice President, Mr Harvinder Sekhon, between 1996 and 2001. During his tenure, the Imperial hosted the Queen of the Netherlands, Hollywood actors and actresses, adventurers, and tycoons. He also opened the six restaurants and bars which are called "Spice Route", "Patiala Peg Bar", "1911 Restaurant and Bar", "Daniells Tavern" and "San Gimignano". Please also refer to the "New Delhi Hotel Opens Door to Art, Los Angeles Times, December 7, 1997, Associated Press" and "India: Fishlock's empire" by Mr. Trevor Fishlock, Daily Telegraph, London, 27 November 2000.

Hotel Imperial, New Delhi is well known for its heritage and legacy. It has a well known bar called 'Patiala Peg'. It was this hotel and the bar where Pandit Jawaharlal Nehru, Mahatma Gandhi, Mohammad Ali Jinnah and Lord Mountbatten met to discuss the Partition of India and the birth of Pakistan. It is also the name of a school in Aligarh.

3. Taj Lake Palace (Udaipur)



Fig 1.04: The Taj Lake Palace, Udaipur

Lake Palace (formerly known as Jag Niwas) is a luxury hotel, which has 83 rooms and suites featuring white marble walls. The Lake Palace is located on the island of Jag Niwas in Lake Pichola, Udaipur, India, and its natural foundation spans 4 acres (16,000 m²). The hotel operates a speed boat which transports guests to the hotel from a jetty at the City Palace. It has been voted as the most romantic hotel in India and in the world.

The Lake Palace was built between 1743 and 1746 under the direction of the Maharana Jagat Singh II (62nd successor to the royal dynasty of Mewar) of Udaipur, Rajasthan as a winter palace. It was initially called Jagniwas or Jan Niwas after its founder.

The palace was constructed facing east, allowing its inhabitants to pray to Surya, the Hindu sun god, at the crack of dawn. The successive rulers used this palace as their summer resort, holding their regal durbars in its courtyards lined with columns, pillared terraces, fountains and gardens.

The upper room is a perfect circle and is about 21 feet (6.4 m) in diameter. Its floor is inlaid with black and white marble, the walls are ornamented with niches and decorated with arabesques of colored stones, the dome is exquisitely beautiful in form.

During the famous Indian Sepoy Mutiny in 1857 several European families fled from Nimach and used the island as an asylum, offered to them by Maharana Swaroop Singh. To protect his guests, the Rana destroyed all the town's boats so that the rebels could not reach the island.

By the later half of the 19th century, time and weather took their toll on the extraordinary water palaces of Udaipur. Pierre Loti, a French writer, described Jag Niwas as "slowly moldering in the damp emanations of the lake." About the same time bicyclists Fanny Bullock Workman and her husband William Hunter Workman were distressed by the 'cheap and tasteless style' of the interiors of the water palaces with "an assortment of infirm European furniture, wooden clocks, colored glass ornaments, and children's toys, all of which seems to the visitor quite out of place, where he would naturally expect a dignified display of Eastern splendor."

The reign of Maharana Sir Bhopal Singh (1930–55) saw the addition of another pavilion, Chandra Prakash, but otherwise the Jag Niwas remained unaltered and decaying. Geoffrey Kendal, the theater personality, described the palace during his visit in the 1950s as "totally deserted, the stillness broken only by the humming of clouds of mosquitoes."

Bhagwat Singh decided to convert the Jag Niwas Palace into Udaipur's first luxury hotel. Didi Contractor, an American artist, became a design consultant to this hotel project. Didi's accounts gives an insight to the life and responsibility of the new Maharana of Udaipur:

"I worked from 1961 to 1969 and what an adventure {As per the report of National Skill Development Corporation on "Human Resource and Skill Requirements in the Travel, Tourism & Hospitality Sector (2013 -17, 2017 – 22)} His Highness, you know, was a real monarch – really like kings always were. So one had a sense of being one of the last people to be an artist for the king. It felt the way one imagines it was like working in the courts of the Renaissance. It was an experience of going back in time to an entirely different era, a different world. His Highness was actually working on a shoestring. He was not in dire straits, mind you, but when he came to the throne he inherited big problems like what to do with the 300 dancing girls that belonged to his predecessor (Maharana Bhopal Singh). He tried to offer them scholarships to become nurses but they didn't want to move out of the palace so what could he do? He had to keep them. They were old crones by this time and on state occasions I remember they would come to sing and dance with their ghunghats (veils) down and occasionally one would lift hers to show a wizened old face underneath. He had something like twelve state elephants, and he had all these properties which were deteriorating. The buildings on Jag Niwas were starting to fall down and basically the Lake Palace was turned into a hotel because it seemed the only viable way that it could be maintained ... It was really a job of conservation."

In 1971, Taj Hotels Resorts and Palaces took over management of the hotel and added another 75 rooms. Jamshyd D. F. Lam of the Taj Group was one of the key people involved in the restoration, bringing it to such high standards with his work and experience. He was the first general manager there and the youngest at that time in India. In 2000, a second restoration was undertaken.

4. Oberoi Grand (earlier called The Grand Hotel) Kolkata



Fig 1.05 The Oberoi Grand Kolkata

The Grand Hotel, now called the Oberoi Grand, is situated in the heart of Kolkata on Jawaharlal Nehru Road (earlier known as Chowringhee Road). It is an elegant building of British era and is a famous building in Kolkata. The hotel is owned by Oberoi chain of hotels.

The site where the hotel now stands was first developed at No. 13 Chowringhee Road as the private residence of a Colonel Grand in the early nineteenth century. The house was converted into a boarding house by Mrs. Annie Monk who later expanded her business to include Numbers 14, 15 and 17. 16 Chowringhee was occupied by a theatre owned and managed by Arathoon Stephen, an Armenian from Isfahan. When, in 1911, the theatre burned down, Stephen bought out Mrs. Monk and, over time, redeveloped the site into what now makes up the modern hotel. Built in an extravagant neoclassical style, the hotel soon became a popular spot amongst the English population of Calcutta. It was known, in particular, for its annual New Year party that, along with iced champagne and expensive gifts, involved the release of twelve piglets in the ballroom. Anyone who caught a piglet, could keep it.

In the 1930s, sometime after the death of Stephen, a typhoid epidemic in Calcutta resulted in the death of six people at the hotel. The drainage system at the hotel was suspected and it was closed in 1937. The property was leased by Mohan Singh Oberoi who reopened the hotel in 1939 and was able to buy the property outright in 1943. The hotel got a major lift during World War II when about 4000 soldiers were billeted there, and would party regularly. Events like the U.S. Marines' Ball at the hotel remind visitors of such times.

A large white building covering an entire block. Colonnaded verandahs and balconies on the upper floors. Projecting portico for the entire length of the block supported on paired columns with Ionic capitals. Stucco ornamentation in the facade.

Check Your Progress

What is the old name of Oberoi Grand, Kolkata?
When was the Lake Palace Hotel, Udaipur built?

1.06 ORGANISATION STRUCTURE OF HOTELS

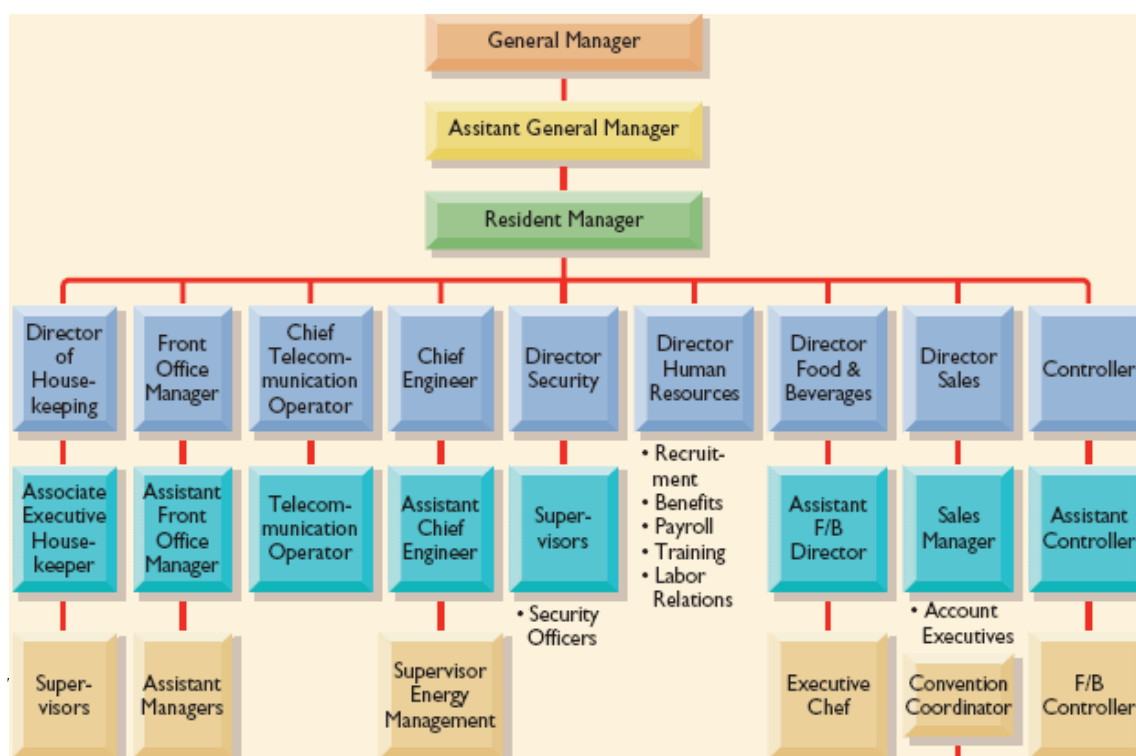


Fig 1.06 Organization Structure of a Modern Hotel

1.07 ORGIN, GROWTH AND DEVELOPMENT OF HOTELS IN INDIA

Hotels & the Catering Industry as we know started in the 19th century with the development of major cities, easier sea travel & coming up of railways. During Mogul rule, the forts & their surroundings would cater to the needs of the traveller often in exchange for no more than the story of their adventures during their travel or any news from other towns and villages they passed by. In India, resting houses called serais/sarais and dharamshallas were established on high ways by kings and emperors of ancient and medieval periods. Movement of people both political and pilgrimage stressed the need for better and improved facilities to cater to the varied needs of the various classes of the society.

In India, development of catering can also be attributed also to the legacy left by people belonging to different cultures and ethnic groups who have ruled her. Development of catering in India as we see it today is chiefly due to the British, who had introduced hotels and restaurants similar to those found in Europe.

Most of modern hotels that sprouted were managed by European families. The Bombay hotel was opened in 1799. The British brought modern hotels to Kolkata. The Oldest was John Spence's Hotel. Spence's, the first ever hotel in Asia was opened to the public in 1830. The credit for opening the first Western style hotel under the name of British Hotel in Bombay in 1840, goes to Pallonjee Pestonjee was the first hotel to give a la carte and table de hôte menu. Then came the Auckland hotel by David

Wilson in Calcutta in the year 1840-41 (now - The Great Eastern Hotel - officially Lalit Great Eastern Hotel) is a colonial era hotel in the Indian city of Kolkata - formerly Calcutta) and Connemara hotel in Madras in the year 1870 by E. A. Oakshroff. But now this property belongs to Taj group.

Today, ITDC provides a complete range of tourism services, including accommodation, catering, and entertainment and shopping, hotel consultancy, duty free shops, and an in-house travel agency. The India Tourism Development Corporation (ITDC) was set up in 1966 as a corporation under the Indian Companies Act of 1956, with the merger of Janpath Hotel India Ltd.

In 1971-72, a beautiful palace of Rajasthan was linked up to the Taj, the lake palace in Udaipur, a marble dream, afloat lake Pichola and the Rambagh palace, originally created at the height of Rajput splendour in Jaipur. In 1903 he raised finance, invested his own money, hired the best architects and craftsmen and built the exquisitely beautiful Taj Mahal hotel in Bombay with 220 rooms. Mohan Singh Oberoi took Carlton hotel in Shimla on lease in 1927, renamed as Clarks hotel. He took a building in 1933 and built grand hotel in Calcutta.

Three Welcome Group Hotels were commissioned between 1975 and 1977; these were non-franchised hotels, inspired by the slogan "Be Indian, Buy Indian" and using Indian expertise. Ultimately, however, these hotels adopted the Sheraton system in 1978 and used the services of expatriates for the purposes of upgrading staff training and installing Sheraton operating systems—all without a management contract. This gave the Welcome Group a good start.

When India agreed to host the 1982 Asian Games, the GoI granted licenses for building hotels to the Taj Palace, Asian Hotels Hyatt Regency, India Tourism Development Corporation - Lodhi Hotel, Samrat Hotel, Kanishka, Le Meridien, and Surya Sofitel, with the stipulation that their new hotels had to be completed in time for the games. India hosted the Commonwealth Games in 2010, at Delhi. It was India's most successful Commonwealth Games to date with Indian athletes winning 38 gold, 27 silver and 36 bronze medals. This also added to growth of hotel industry in India.

Tourism & Hospitality Industry in India contributed Foreign Exchange Earnings (FEEs) during the month of December 2014 were Rs 12,875 crore (US\$ 2.03 billion) as compared to Rs 11,994 crore (US\$1.9 billion) in December 2013. Foreign Tourist Arrivals, in India, during 2014 was 7.46 million, which translates to a 7.1% growth over the previous year.

The Indian Rupee was relatively stable against the US Dollar and from 59/\$ as at the beginning of the year, the exchange rate hovered around 61/\$ levels on the average and closed at 62/\$ at the yearend for the year 2014-15.

GDP growth in India during the year is estimated at 7.4%. Inflation has decreased significantly from as high as 11.2% in November, 2013 to 5.2% in March, 2015. International tourist arrivals, worldwide, have grown to 1.14 billion in 2014, 4.7% above 2013 and are likely to grow 3% to 4% in 2015. Foreign Exchange Earnings (FEEs) have grown by 6.6% at US\$ 19.65 billion for the year.

1.07.01 ITC GROUP

ITC Hotels, with its credo of "Responsible Luxury", stands apart not only for its exquisite signature properties, cuisine and service excellence but also for being the greenest luxury hotel chain in the world. With 4 distinct brands – ITC Luxury Collection, WelcomHotels, Fortune and WelcomHeritage – ITC's properties span the luxury, five star, mid-market to upscale and heritage leisure segments.

ITC Limited entered the hotel business on 18 October 1975 with the opening of a hotel in Chennai, which was renamed Hotel Chola. In 2006.

ITC Restaurants Bukhara, Peshawari, Dakshin, DumPukht 'and' Kebabs & Kurries are well known cuisine brands today. They market a line of food products, Kitchens of India.

ITC Hotels has one of the most extensive art collections in India. A museum of their collection is being planned in Kolkata. ITC Grand Bharat is their latest hotel established in Manesar, Gurgaon.

ITC hotels symbolized by its distinctive 'Namaste' logo, ITC Hotels integrated India's fine tradition of hospitality with globally benchmarked services.

The trusteeship role related to social and environmental resources, aligned to the pursuit of economic objectives, is the cornerstone of its Environment, Health & Safety philosophy for which it has won many awards and accolades.

With a string of firsts to its credit, ITC Hotels pioneered the concepts of branded accommodation, branded cuisine, environment and guest safety.

With more than 100 hotels in over 70 destinations in the country, each ITC Hotel is a true reflection of the culture and ethos of the destination, with one common legacy – 'Warmth'.

ITC Hotels has a long standing tie-up with Starwood Hotels for its top of the line premium brand, the 'Luxury Collection' for ten of its hotels as also with the "Sheraton" brand for 1 of its hotels. ITC Hotels has strategically customized its hotels and appropriately categorized them to fulfill the service and budgetary needs of travelers.

Check Your Progress

What is the credo of ITC hotel group?
Describe how the Indian hospitality industry has grown.

1.07.02 THE TAJ GROUP

Indian Hotels Company Limited (IHCL), branded as Taj Group, is a chain of hotels and resorts headquartered at Oxford House in Mumbai, which was incorporated by the founder of the Tata group, Jamsetji Tata, in the year 1903. This company is a part of the Tata group, one of India's largest business conglomerates. As of 2015, Taj Group operates 108 hotels across India and 17 hotels in the UK, USA, Africa, Maldives, Malaysia, Bhutan, Sri Lanka and the Middle East, and employed over 13000 people in the year 2010. Taj Group also owns a few private islands.

Jamsetji Nusserwanji Tata (1868-1904), founder of the Tata Group, opened the Taj Mahal Palace, a hotel in Mumbai (then, Bombay) overlooking the Arabian Sea, on **16 December 1903**. It was the first Taj property and the first Taj hotel.

The Taj Group also began its business in metropolitan hotels in the 1970s, opening the five-star deluxe hotel Taj Coromandel in Chennai in 1974, acquiring an equity interest and operating contract for the Taj President, a business hotel in Mumbai, in 1977, and opening the Taj Mahal Hotel in Delhi in 1978.

Concurrently with the expansion of its luxury hotel chain in the major metropolitan cities, the Taj Group also expanded its business hotels division in the major metropolitan and large secondary cities in India.

With the opening of the five star deluxe hotel Taj Bengal in Kolkata in 1989; the Taj Group became the only hotel chain with a presence in the five major metropolitan cities of Mumbai, Delhi, Kolkata, Bangalore and Chennai.

The Company Indian Hotels Company Limited (IHCL) was incorporated in 1902 and it opened its first hotel, The Taj Mahal Palace & Tower, Mumbai, in 1903.

With the completion of its initial public offering in the early 1970s, the Company began a long term programme of geographic expansion and development of new tourist destinations in India which led to its emergence as a leading hotel chain in India.

In 1980, the Taj Group took its first step internationally by opening its first hotel outside India, the Taj Sheba Hotel in Sana'a, Yemen and in the late 1980s, acquired interests in the Crown Plaza - James Court, London and 51 Buckingham Gate Luxury Suites and Apartments in London.

In the year 2000, the company entered into a partnership with the GVK Reddy Group to set up Taj GVK Hotels and Resorts Ltd and thereby obtained a prominent position in the market in the southern business city of Hyderabad, holding three hotels and a major share of the market.

In the year 2001, the company took on the management contract of Taj Palace Hotel, Dubai, and established themselves as an up-market hotel in the Middle East region.

In September 2002, the company acquired equity interest in the former Regent Hotel in Bandra which gave the Taj Group access to the midtown and North Mumbai market.

In the year 2003, the company celebrated the centenary of the opening of their Flagship hotel, the Taj Mahal Palace & Tower, Mumbai.

In the year 2005, the company acquired on lease The Pierre, a renowned hotel in New York City, to enter the luxury end of the developed hotel markets internationally.

In October 2006, as per the scheme of arrangement, Indian Resorts Hotel Ltd, Gateway Hotels and Getaway Resorts Ltd, Kuteeram Resorts Pvt Ltd, Asia Pacific Hotels Ltd and Taj Lands End Ltd were amalgamated with the company.

Taj Group launched one new Vivanta by Taj hotel during the latter part of the year at Dwarka, New Delhi, besides three new Gateway hotels at Raipur, Gondia and Gurgaon, respectively.

The company was active in converting former royal palaces in India into world class luxury hotels such as the Taj Lake Palace in Udaipur, the Rambagh Palace in Jaipur and Umaid Bhawan Palace in Jodhpur.

During the year 2009-10, the company added seven new hotels in the Taj portfolio which included Vivanta by Taj at Panaji, Goa and The Gateway Hotel, Jodhpur apart from the 5 Ginger hotels at Durg, Guwahati, Pune, Jamshedpur and Surat.

The Group also entered into a new management contract for a new Taj at Downtown, Dubai (296 rooms). Also, the Taj Group exited two of its international properties at Marrakech and Sydney, respectively. The Group currently has a portfolio of 33 Ginger hotels with an inventory of 3,038 rooms (including 5 hotels under management contract and one transit guest house).

The inventory of the Taj Group of Hotels now stands at 131 hotels with 15,751 rooms.

Total Income for the year ended March 31, 2015 at Rs 2,103.60 crores was higher than previous year by 6%. While Room Income was higher by 3% than the previous year due to improved ARR, Food & Beverage income increased by 5% over the previous year, aided by growth in restaurant sales and banqueting income

Twelve hotels of the Taj group are members of the Leading Hotels of the World. The following table is a list of those twelve hotels:

Continent	Country	Town / City / Location	Hotel Name
Africa	South Africa	Cape Town	Taj Cape Town
Asia	India	Bangalore	The Taj West End
		Hyderabad	Taj Falaknuma Palace
		Jaipur	Rambagh Palace
		Jodhpur	Umaid Bhawan Palace
		Kolkata	Taj Bengal
		Mumbai	The Taj Mahal Palace
		New Delhi	The Taj Mahal Hotel
		Udaipur	Taj Lake Palace
		Maldives	Malé Atoll (South)
North America	USA	Boston	Taj Boston
		New York	The Pierre
		San Francisco	Taj Campton Place

For his contributions Chairman Ratan Tata received the Padma Vibhushan in 2008 and Padma Bhushan in 2000, the second and third highest civilian honours awarded by the Government of India.

Check Your Progress

In how many continents and countries does the Taj group have presence?
What is the name of company which owns the brand name “Taj”?

1.07.03 THE OBEROI GROUP

Rai Bahadur mohan Singh Oberoi, chairman and founder of Oberoi hotel was born in august 1900 in bhaun, a small village in what is now Pakistan. Soon after his marriage in 1922 he arrived penniless in Shimla, and found a job as a front office clerk in the Cecil hotel at a salary of Rs.40 per month. In 1934, he bought Clarks hotel by mortgaging all his assets and selling his wife’s jewellery.

In the early 1930’s a cholera epidemic struck Calcutta and the grand hotel, the largest in the city was forced to close. In 1938, Mr. Oberoi acquired the grand and converted it into a profitable business venture. The Oberoi grand remains to this day Calcutta’ s leading hotel.

In 1943, Mr. Oberoi took over the associate of India with eight hotels in northern India including the Cecil in Simla, maidens and imperial in Delhi, and 4 hotels now in Pakistan. The Oberoi chain grew rapidly with hotels in Gopalpur, Darjeeling, Chandigarh and Srinagar.

The EIH Limited Company was incorporated as a public limited company in India on 26 May 1949 and its initial business activity was as the lessee and operator of The Oberoi Palace Hotel in Srinagar, Kashmir.

The Oberoi international in New Delhi, which opened in 1965, was the first modern luxury hotel in the capital. The 35-storey Oberoi towers opened in Bombay in 1978, the tallest building in India. Mr. Oberoi's dedication to the industry is evident from the Oberoi centre of learning and development (OCLD) based in Delhi.

Oberoi is now part of the international chain of hotels which has properties not only in India but also in Australia, Indonesia, Egypt, Sri Lanka, Singapore, Zanzibar and Nepal.

Today The Oberoi Group, founded in 1934, operates 30 hotels, a Nile Cruiser and a Motor Vessel in the backwaters of Kerala. The Group has presence in six countries under the luxury 'Oberoi' and five-star 'Trident' brand. The Group is also engaged in flight catering, airport restaurants, travel and tour services, car rentals, project management and corporate air charters. The hotels are: The Oberoi, Bengaluru, The Oberoi Grand, Kolkata, The Oberoi, Gurgaon, The Oberoi Amarvilas, Agra, The Oberoi Rajvilas, Jaipur, The Oberoi Udaivilas, Udaipur, The Oberoi Vanyavilas, Ranthambhore, Wildflower Hall, Shimla in the Himalayas, The Oberoi Cecil, Shimla, The Oberoi Motor Vessel Vrinda, Kerala, The Oberoi, Dubai, The Oberoi, Sahl Hasheesh, The Oberoi Zahra, Egypt, The Oberoi, Bali, The Oberoi, Lombok, The Oberoi, Mauritius and The Oberoi, Madina.

Rai Bahadur M.S. Oberoi was named as "Man of the world" for 1983 at the annual convention of the international hotel association in New York and selected as the outstanding hotelier of the year by the hotels and restaurants international. In 2001, the Government of India accorded him the Padma Bhushan.

M.S Oberoi's achievements and successes did not, however, take from his simplicity and old-fashioned charm. He retained, until his death in May 2002 at the age of 103, a unique humility. M.S Oberoi can rightly be called as the 'Father of the Indian hotel industry'.

The EIH limited posted Profit After Tax was ` 966 million in 2014-15, as compared to ` 950 million in the previous year which is an increase of approximately 2%. The Company continues to be largely engaged in hospitality and related services.

Check Your Progress

In which countries do the Oberoi group own hotels?
What is the difference between "Trident" and "Oberoi" brands?

1.08 FOREIGN HOTEL CHAINS IN INDIA

The role of the multinational companies is significant with their increasing contribution to the Economy. Basically Services are intangible deeds, processes and performances that cannot be touched, seen or felt but can be experienced. The Service sector is characterized by its diversity.

Global opportunities are growing due to accelerated growth of the service economy. . In the hospitality industry, Average room rate (ARR) and occupancy are the two most critical factors that determine the profitability, since most of the marginal revenue gets added to the bottom-line. ARR in turn depends upon location, brand image, star rating, quality of facilities, pricing of value added services, complementary services offered and the seasonal factor. The hotels to manage and invest their fund in India adopt many business strategies to establish their place of business and create innovative service packages to their customers.

Thus we have Hyatt Regency a renowned international hotel chain having tied up with AHL, Leela having tied up with Kempinski and ITCH having a franchisee agreement with ITT Sheraton to use the latter's brand name. For the Indian hotel owners and the international hotel chains the benefit is mutual, tie-up with an international hotel chain puts the hotel on the global map with access to chain's reservation network worldwide. For the international hotel chain they can ride on the boom of the industry without making enormous capital investments on infrastructure and facilities. Hotel operators want the leverage on their management expertise and brand equity without making enormous capital investment.

Out of The top 10 nine are operating in India

(Data is around 30 March 2015. There may be significant changes in the number of properties and number of rooms. For example, the Hilton worldwide now has as on 30 June 2016, 4,726 properties (including timeshare properties) with 775,866 rooms in more than 100 countries and territories making the corporation the largest hotel chain in the world by rooms and international presence)

Chain of Hotel	Number of Properties (worldwide)	No of Rooms (worldwide)
1. IHG- Intercontinental Hotels Group	4697	686873
2. Hilton worldwide	4115	678630
3. Marriot International	3783	653719
4. Wyndham Hotel Group	7485	645423
5. Choice Hotels International	6303	602663
6. Accor	3576	461719
7. Starwood Hotels and Resorts	1161	339243
8 Best Western	4046	314318
9 Home Inns: (not operating in India)	2180	256555
10 Carlson Rezidor Hotel Group	1079	168927

1.08.01 HILTON

Hilton Worldwide Holdings, Inc. (formerly, Hilton Worldwide and Hilton Hotels Corporation) is an American multinational hospitality company that manages and franchises a broad portfolio of hotels and resorts. Founded by Conrad Hilton in 1919, the corporation is now led by Christopher J. Nassetta.



Fig 1.07: Logo of Hilton Hotels and Resorts

Hilton Worldwide is headquartered in Tysons Corner, Virginia. As of June 30, 2016, its portfolio includes 4,726 properties (including timeshare properties) with 775,866 rooms in more than 100 countries and territories", making the corporation the largest hotel chain in the world by rooms and international presence. Prior to their December 2013 IPO, Hilton was ranked as the 36th largest privately held company in the United States by Forbes.

Hilton Worldwide has 13 brands across different market segments including Conrad Hotels & Resorts, Canopy by Hilton, Curio – A Collection by Hilton, Hilton Hotels & Resorts, DoubleTree by Hilton, Embassy Suites Hotels, Hilton Garden Inn, Hampton Inn, Homewood Suites by Hilton, Home2 Suites by Hilton, Hilton Grand Vacations and Waldorf Astoria Hotels & Resorts. In January 2016 Hilton unveiled its new midscale-market brand, Tru by Hilton.

On December 12, 2013, Hilton again became a public company in its second IPO to raise an estimated \$2.35 billion. The Blackstone Group holds a 45.8% stake in the company.

Conrad Hilton founded the company in Cisco, Texas in 1919 and established headquarters in Beverly Hills, California from 1969 until 2009. The company moved to Tysons Corner, unincorporated Fairfax County, Virginia, near McLean in August 2009.

India has Hilton hotels in the locations listed below.

Bangalore (Embassy Golf Links Business Park Off Intermediate Ring Road, Domlur)

Chennai Hilton Chennai, 124/1 J.N. Salai, Guindy)

Goa (Hilton Goa Resort, Candolim North Goa)

Jaipur (Hilton Jaipur, 42 Geejgarh House, Hawa Sadak, Jaipur)

Mumbai (Hilton Mumbai International Airport, Sahar Airport Road, Andheri East)

Pune (Hilton Shillim Estate Retreat & Spa, Village Shillim, Pawana Nagar, Taluka Maval)

1.08.02 MARRIOTT







Fig 1.08 Logo of Marriott International Inc

Marriott International, Inc. is an American multinational diversified hospitality company that manages and franchises a broad portfolio of hotels and related lodging facilities. Founded by J. Willard Marriott, the company is now led by his son, Executive Chairman Bill Marriott and President and Chief Executive Officer Arne Sorenson.

Marriott International, headquartered in Bethesda, Maryland in the Washington, DC metropolitan area, has more than 5700 properties in over 110 countries and territories around the world, over 1.2 million rooms (as of September 23 2016), and additional 195,000 rooms in the development pipeline.

There are seven Marriott Hotels in India at

Pune (Marriott Suits, Koregaon Park)		
Goa (Goa Marriott Resort and Spa, Miramar, Panji)		
Kochi Marriott Hotel		

<p>Jaisalmer Marriott Resort & Spa</p>		
<p>Jaipur Marriott Hotel</p>		
<p>Hyderabad Marriott Hotel & Convention Centre Hyderabad</p>		
<p>Bangalore (Bengaluru Marriott Hotel Whitefield)</p>		

1.08.03 HYATT



Fig 1.09 Logo of Hyatt

Hyatt Hotels Corporation is an American multinational owner, operator, and franchiser of hotels, resorts, and vacation properties. The Hyatt Corporation came into being upon purchase of the Hyatt House, at Los Angeles International Airport, on September 27, 1957. In 2016, Fortune magazine listed Hyatt as the 47th-best U.S. company to work for.

The original owners were entrepreneurs Hyatt Robert von Dehn and Jack Dyer Crouch; after a few years, Von Dehn sold his share in the hotel to entrepreneur Jay Pritzker. Jay's younger brother Donald Pritzker also took on an important role in the company.

Over the following decade, acquisitions were made, and Hyatt became the fastest-growing hotel chain in the United States. Donald died in 1972; Jay continued to run the company.

In 1969, Hyatt opened its first hotel outside the United States, the Hyatt Regency Hong Kong. In 1980 the Grand Hyatt and Park Hyatt brands were introduced. Hyatt runs resort hotels, starting with the Hyatt Regency Maui in 1980. As of 30 November 2015 Hyatt had over 627 hotels worldwide.

In 1972 Hyatt formed Elsinore Corporation, a subsidiary to operate the Four Queens Hotel and Casino and the Hyatt Regency Lake Tahoe Resort, Spa & Casino. After Hyatt became a private company in 1979, Elsinore was spun off as a public company. The company opened the Playboy Hotel and Casino as a joint venture with Playboy Enterprises.

In June 2004, substantially all of the hospitality assets owned by Pritzker family business interests, including Hyatt Corporation and Hyatt International Corporation, were consolidated under a single entity called Global Hyatt Corporation. On June 30, 2009, Global Hyatt Corporation changed its name to Hyatt Hotels Corporation.

In December 2004 Hyatt Hotels Corporation acquired AmeriSuites, an upscale chain of all-suite business class hotels from affiliates of the Blackstone Group, a New York-based private equity investment firm. Blackstone had inherited AmeriSuites from its 2004 acquisition of Prime Hospitality. The AmeriSuites chain was rebranded and called Hyatt Place, a competitor to the limited-service products Marriott International's Courtyard by Marriott and Hilton Worldwide's Hilton Garden Inn.

In December 2005 Hyatt acquired limited service company Summerfield Suites from the Blackstone Group. Blackstone had inherited Summerfield Suites from its purchase of Wyndham International. According to a Hyatt press release, in January 2012 Hyatt Summerfield Suites were rebranded as Hyatt House to compete in the "upscale extended stay market" against Residence Inn, Homewood Suites and Staybridge Suites.

In August 2009 it was reported that Hyatt Hotels Corporation filed plans to raise up to \$1.15 billion in an initial share sale. That November Hyatt completed an initial public offering and began trading publicly on the New York Stock Exchange under the symbol H. According to the filing Mark S. Hoplamazian was to serve as CEO and Thomas Pritzker as Executive Chairman. The public offering

is a result of the acrimonious breakup of the Pritzker family empire. Accused of looting family trusts, Thomas and cousins Penny and Nicholas took control of the family businesses when they and other family members were sued by cousin Liesel Pritzker, claiming fraud and seeking damages of over US\$6 billion.

As of 31 December 2014 Hyatt Corporation's worldwide portfolio consisted of 587 properties. On September 1, 2011, Hyatt acquired Hotel Sierra, which has 18 properties in 10 states. Along with Hyatt Summerfield Suites hotels, several of these properties were rebranded as Hyatt house in January 2012.

Hyatt Hotels Corporation operates several chains. The Human Rights Campaign (HRC) awarded the company 100% in the HRC Equality Index for eight consecutive years. The Hyatt Regency brand is the oldest brand in the company, with the Grand Hyatt and Park Hyatt brands being introduced in 1980. Some of these are styled as "resort" properties, and may have spas or other recreational facilities. Other brands include Hyatt Place, designed as a limited service offering for business travelers. An extended stay chain, Summerfield Suites, was acquired by Hyatt in 2005, and was renamed Hyatt House in January 2012. Hyatt launched the Andaz brand in April 2007. The first Andaz hotel was the Great Eastern Hotel in London, followed by hotels in San Diego, West Hollywood, Shanghai and New York City (Andaz Wall Street & Andaz 5th Avenue).

On November 2013 Hyatt introduced their first all-inclusive resort brands, Ziva and Hyatt Zilara. As of 2015, Hyatt Ziva and Hyatt Zilara offer all inclusive accommodations in Cancun, Puerto Vallarta, Los Cabos and Rose Hall, Montego Bay, Jamaica.

On October 28, 2015, Hyatt announced that they were in advanced talks to acquire Starwood Hotels in the coming weeks in a cash and stock transaction. The transaction was not completed, and Starwood was acquired by Marriott International instead.



Fig 1.10 Headquarters of the Hyatt at Chicago

Brands of Hyatt as per service styles:

Full-service lodging

Park Hyatt are residential luxury Hyatt hotels, mid-sized hotels in cities considered premier destinations.

Andaz hotels are upscale lifestyle boutique-style hotels.

Grand Hyatt hotels are large luxury hotels in major cities and holiday destinations.

Hyatt Regency is Hyatt's flagship hotel brand that are mid to large scaled premium hotels intended for both leisure and business travelers, including those attending conventions, located in urban, suburban, airport, convention and resort destinations around the world.

Hyatt hotels are smaller full-service hotels with 150 to 350 rooms located close to major business centers.

Hyatt Centric is a new, full service lifestyle brand designed for business and leisure travelers.

Select-service lodging

Hyatt Place hotels are mid-sized hotels catering for families.

Extended-stay lodging

Hyatt House (formerly known as Hyatt Summerfield Suites or Summerfield Suites by Wyndham and Hotel Sierra) properties are extended-stay residential hotels and smaller-to-mid-sized modern hotels in urban and suburban locations in the United States.

All-inclusive resorts

Hyatt Zilara and Hyatt Ziva hotels are all-inclusive resorts. Zilara does not accommodate children.

Timeshares

Hyatt Residence Club are timeshare properties with the same service as the Hyatt brand.

Hyatt has presence in India at the following locations:



Park Hyatt Chennai 39 Velachery Road, Near Raj Bhavan
Chennai, India, 600032

Park Hyatt Hyderabad Road No. 2, Banjara Hills Hyderabad, Telangana,
India, 500034

Located in the heart of upscale Banjara Hills





Park Hyatt Goa Resort and Spa Arossim Beach, Cansaulim
South Goa, India, 403 712



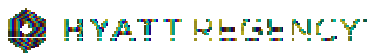
Grand Hyatt Goa P.O. Goa University Bambolim, North Goa,
Goa, India, 403206



Grand Hyatt Mumbai Bandra Kurla Complex Mumbai,
India



Andaz Delhi Asset No.1, Aerocity New Delhi, India, 110037



Hyatt Regency Ahmedabad 17/A, Ashram Road Ahmedabad,
India, 380014



Hyatt Regency Chandigarh 178 Industrial and Business Park
Phase 1 Chandigarh, India, 160002



Hyatt Regency Chennai 365, Anna Salai, Teynampet Chennai,
India,

Hyatt Regency Gurgaon New Delhi NCR, NH8, Sector 83 Gurgaon, India, 122004

Hyatt Regency Kolkata JA-1 Sector III, Salt Lake City Kolkata, India, 700 098

Hyatt Regency Ludhiana Site No. 4, Ferozepur Road Ludhiana, Punjab, India,

Hyatt Regency Mumbai Sahar Airport Road Mumbai, India, 400 099

Hyatt Regency Delhi Bhikaiji Cama Place, Ring Road New Delhi, India, 110066

Hyatt Regency Pune Weikfield IT Park, Nagar Road Pune, India, 411014

Hyatt Ahmedabad Plot 216, Town Plan Scheme 1, Near Vastrapur Lake, Vastrapur Ahmedabad,
India,

Hyatt Amritsar Adjoining Alpha One City Center Amritsar, India, 143001

Hyatt Bangalore MG Road 1/1, Swami Vivekananda Road Bangalore, India, 560 008

Hyatt Hyderabad Gachibowli Road No. 2, IT Park Hyderabad, India,

Hyatt Pune Adjacent to Aga Khan Palace, 88 Nagar Road, Kalyani Nagar Pune, India, 411006

Hyatt Raipur Magneto The Mall, N.H. 6 Raipur, Chhattisgarh, India, 492 001

Hyatt Place Hampi Vidyanagar Township, Toranagallu Bellary, Karnataka, India, 583123

Hyatt Place Goa Candolim Anna Waddo, Main Candolim Road Goa, India, 403515

Hyatt Place Gurgaon/Udyog Vihar 15/1 Old Delhi-Gurgaon Road, Sector 18 Gurgaon, India, 122015

Check Your Progress

Which hotel chain had the largest number of rooms in the world as per 2015 data and which hotel chain had largest number of rooms worldwide in 2016?
List at least five of the locations where Hilton hotels are situated in India

1.09 SUMMARY

In this unit we started with an overview of the Accommodations industry. We saw that hospitality industry plays a very important role as a driving force of Indian Economy. The service sector contributes most to the Gross Domestic Product (GDP) of Indian economy. Hospitality industry generates a lot of employment opportunity. The Foreign Direct Investment has also shown a remarkable trend in this sector.

Next we will study the classification of hotels based on criteria like

Location(City-center/downtown hotel, Suburban hotels, Motels, Airport hotels, Resort hotels, Forest hotels, Floatels, Boatels, Rotels,)

Target market (Commercial hotels, Convention hotels, Resort hotels, Suite hotels,)

B&B hotels (Extended-stay, Casino hotels, Timeshares, Condominiums, Service apartments/corporate lodgings),

Size of the property, (Small hotels, Medium sized hotels, Large hotels, Very large hotels, Mega hotels, Chain hotels),

Level of service (Economy/budget hotels, Mid-scale/mid-market hotels, Luxury hotels),

Length of stay (Transient hotels, Residential hotels, Semi-residential hotels),

Theme (Heritage hotels, Ecotels, Boutique hotels, Spas).

We have seen these hotel types in details. We also saw how the hotels are rated as one-star to five star deluxe categories. The requirements for such qualifications as stipulated by the Ministry of Tourism have also been discussed. You may have heard that hotels like Burj al Arab, Dubai have been categorized as seven star hotels. We saw that such categorizations did not have very sound legal basis.

Some hotels have been established at least 50 years back and have been built to show the classical Indian styles of architectures and have played important roles in the historic events of India. Such hotels have been recognized by the Ministry of Tourism in India as Heritage Hotels (there are such sub categories as Heritage, Heritage Classic and Heritage Grand hotels). We will study what is required to be categorized by Ministry of Tourism for Hotels to be categorized as Heritage, Heritage Classic and Heritage Grand hotels. We will study some of the remarkable heritage hotels in India including: The Taj Mahal Palace Hotel, (Apollo

Bunder, Gateway of India, Mumbai), the Imperial Hotel, (Delhi), Lake Palace (Udaipur), and Oberoi Grand (Kolkata).

We will study the Organization structure of a typical hotels. We will then study the origin and growth of hotels in India. We will study such groups of Indian Hotels as ITC Group (with Brands like ITC Luxury Collection, WelcomHotels, Fortune and WelcomHeritage) , IHCL (brand name “Taj”) and Oberoi Group. WE will also study the foreign hotel chains in India, with particular attention to Hilton, Hyatt and Marriott. We will see that of world’s top ten hotel chains, nine operate in India (exception is Home Inn, ranked 9th as per 2015 data), with Intercontinental Hotels group having maximum number of properties and number of rooms in 2015 (around 6.86 lakh rooms in 2015).

1.10 END QUESTIONS

The following questions should help you prepare for the End Examinations. These questions are for 5 marks each and should take you 11 minutes under examination conditions.

1. What is the minimum number of l guestrooms that a four star hotel must have?
2. What is the main point of difference between the four star and five star categories of hotels?
3. Describe the scope and function of accommodation and front office.
4. What is the importance of hospitality industry for the Indian Economy?
5. Which are the various types of hotels which are covered under B&B hotels?
6. Descibe a Boatel and a rotel.
7. What are the criteria for a hotel to be categorized as a three star hotel?
8. Explain the classification of hotels on different basis
9. What are the criteria for a hotel to be categorized as a heritage Grand hotel?
10. Describe star categorization.
11. Which hotels have been claimed to be seven star hotel? DO such classifications have legal validity?
12. Describe various heritage hotels in India
13. Explain the organization structure of hotels
14. Explain how the hospitality sector in India originated and progressed with case studies like the Taj, Oberoi groups?
15. Describe the operations of Hiton hotel in India.
16. Describe the foreign hotel chains in India like Hilton, Marriott, Hyatt, etc.
17. Describe the various initiatives taken by Indian government to boost the tourism and hospitality industry.
18. Which are the investments by foreign institutions in Indian hospitality sector?
19. Describe the various ways of categorization of hotels.
20. Which are the various types of hotel based on the size of property?
21. What is meant by rotel?
22. What is the difference between a floatel and a boatel?
23. What is meant by a B&B hotel?
24. Describe a timeshare hotel.
25. How many rooms are there in a mega hotel?
26. What is the difference between a very large hotel and chain hotels?
27. What are the various hotel types based on level of service?
28. What is apartotel?
29. What is a ecotel?
30. What features should a hotel have to be called a boutique hotel?
31. What are the features of a five star hotel?

32. Describe the features of kitchen and housekeeping in a four star hotel
33. What features distinguish heritage, heritage classic and heritage grant hotels?
34. Which agency recognizes a hotel to be of heritage category in India?
35. When was the Taj Mahal Palace, Appollo Bunder, Mumbai established?
36. Can the Taj Mahal Tower adjacent to the Taj Mahal Palace, Mumbai be granted heritage hotel status, as per rules?
37. What is the old name of Oberoi Grand, Kolkata?
38. When was the Lake Palace Hotel, Udaipur built?
39. What is the credo of ITC hotel group?
40. Describe how the Indian hospitality industry has grown.
41. In how many continents and countries does the Taj group have presence?
42. What is the name of company which owns the brand name “Taj”?
43. In which countries do the Oberoi group own hotels?
44. What is the difference between “Trident” and “Oberoi” brands?
45. Which hotel chain had the largest number of rooms in the world as per 2015 data and which hotel chain had largest number of rooms worldwide in 2016?
46. List at least five of the locations where Hilton hotels are situated in India.

1.11 REFERNCES

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6. “Tourism & Hospitality Industry in India”(http://www.ibef.org/industry/tourism-hospitality-india.aspx#) as on 10-10-2016
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UNIT 2 THE GUEST ACCOMODATION

Structure:

- 2.0 Before we begin
- 2.1 Unit Objectives
- 2.2 Types, layouts and features of Guest Rooms
- 2.3 Amenities in Guest Rooms
- 2.4 Floors, room number list patterns
- 2.5 Floor Pantries
- 2.6 Guest Safety on Floors
- 2.7 Guest Safety Procedures during fire and emergencies
- 2.8 Summary
- 2.9 End Questions
- 2.10 Reference

2.00 BEFORE WE BEGIN

We will continue our journey into the discipline of Accommodations and Front Office. We had seen in our study of Unit 1, that the hospitality industry is a powerful engine driving the Indian economy providing the employability to our citizen and revenue and foreign exchange to our government. We had also seen various players at the global and national levels like ITC and Hilton groups. We now narrow down our study to the study of Front Office,

We will see classification of guest room types. We will classify them into categories like single, double, triple, quad, Hollywood twin, Studio, Suite, Penthouse suite, Executive, duplex, interconnected, Cabana and Sico rooms. A guest room at any given time has a status like: occupied, complementary, Vacant ready, On charge, Not clear, DND (do not disturb), No baggage, Scanty baggage, double lock, Luggage In.

The guest room has such amenities that it make guest feel comfortable and at home. Such amenities are placed in the bedroom (like DND card behind door), at writing table (like stationary with hotel picture or monogram), on bedside table (e.g., ash tray and match box), on coffee table (like hotel menu card), in the drawer and cupboard (laundry facilities charges card), below luggage rack (shoe mitt or kit), dressing table (upholstererd stool), on bed (bed spread, blanket), mini bar cabinet (tray with tea bags, sugar, milk powder, cup, kettle, spoon, etc), sitting area (sofa, lampshade), bathroom (water closet etc), vanity unit (monogrammed soaps, shampoo, moisturizer, cologne, aftershave, bath gels, etc).

The hotel housekeeping staff should maintain the decorum by observing some floor rooms like not engaging any activities which will disturb the guests, etc. We will also study about pantries at the floor. Pantries are the area where things required frequently like food and beverages, dishes, cleaning material, linen, etc are kept. This eanable the staff to get them fast and saves the energy and time.

We will discuss in details the safety concerns of the guest at the floors. The three aspects of security, namely, physical aspect, security of persons and security of systems would be studied. Under physical aspect we have security against theft, fire, internal lighting, loss of assets and tracking unwanted guests (these consititute internal security). The external security comprising of external lighting, fencing, manning gates and restricted areas is covered. Security aspects involving persons further

divides into staff (training, key control, effective recruitment, etc), Guests (checking scanty luggage guests, thieves, criminals, etc) and systems security will be studied in details.

We will discuss the safety procedures during fire and other emergencies. Hotels are special places as they have high occupancies, occupants may not be familiar with the buildings or with language and directions. The causes of fire include smoking materials, cooking and arson. Hotels are expected to take such precautions as smoke detectors, self closing doors, sprinklers, etc. We will study emergency situations and what to do when bomb threats, accidents, theft, death of a guest occur.

You should have got a good idea about what lays ahead. These important aspects of hospitality works would make the students be able to do a good job and take important decisions with due regard to all possibilities. As a professional hotelier, you would appreciate the importance of all these aspects and able to apply these pieces of information to the situations at hand. We have also studied fire in the HTS 101 course when we studied fire and fire extinguishers in details in connection with the fuel used to cook. Many of the concepts are common and you should be able to complement the knowledge and skills learned in that course here.

2.01 UNIT OBJECTIVES

After studying this unit you will be able to

Describe the types, layouts and features of guest rooms

Explain the various amenities available at guest rooms

Describe floor and room number patterns for guest rooms

Describe the concept of floor pantries

Explain the measures taken to ensure safety of guests in hotels

Explain the various procedures to be followed during fire and other emergency situations

2.02 TYPES, LAYOUTS AND FEATURES OF GUEST ROOMS

2.02.01 TYPES OF ROOMS

1. Single Room - A single room, as the name suggests, has a single bed for single occupancy. All the supplies and amenities are as per single occupancy.

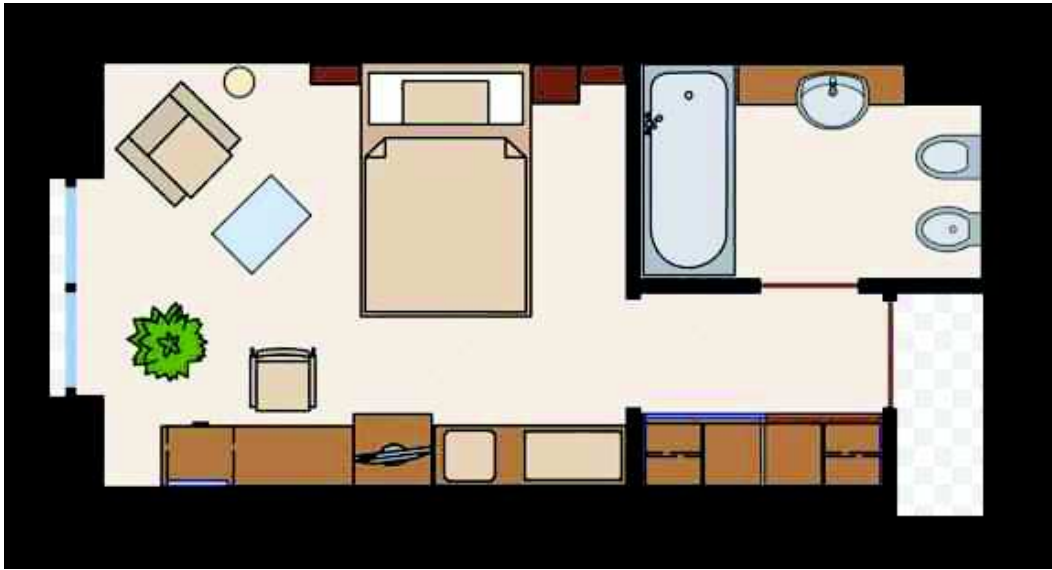


Fig 2.01: Single Occupancy room plan

2. Double Room - It is a room, as the name suggests, with one double bed meant for double occupancy. All the supplies and amenities are as per double occupancy.



Fig 2.02: Double Occupancy room plan

3. Triple Room - It is a room, as the name suggests, is for three guests and has one double and a single bed for triple occupancy. All the supplies and amenities are as per triple occupancy.

4. Quad Room - It is a room, as the name suggests, for four persons and has two double bed or one double bed and two single beds for Quad occupancy. All the supplies and amenities are as per Quad occupancy.

5. Double bed quad Room - It is a room is for four guests and has two double beds meant for quad occupancy. All the supplies and amenities are as per quad occupancy.

6. Hollywood Twin Room - These are rooms with two single beds meant for two guests having only one bedside table. All the supplies and amenities are as per double occupancy.

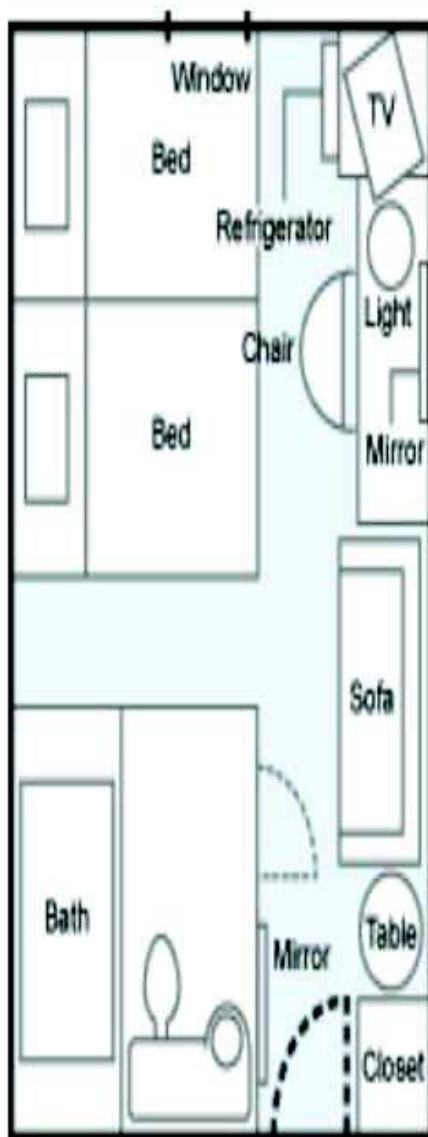


Fig 2.03 Hollywood twin room

7. Studio Room - The studio room also sometimes called as efficiency room is a small room which combines of living room, studio bed room (couch which can be converted into bed) and kitchenette. All the supplies and amenities are as per occupancy

8. Suite Room - A suite in a hotel mostly denotes a class of luxury rooms, it may include the home away from home feature like fully furnished kitchen. Suites offer more space and furniture than a basic hotel room. In addition to the standard bed and bedroom fixtures, a suite will typically add a living room, usually with a couch that folds into a bed. Dining, office and kitchen facilities are also added in some suites.

9. Penthouse Suite - A penthouse suite is mostly on the highest floor of the hotel building. Penthouses are typically differentiated from other rooms by luxury features. A penthouse suite may also provide occupants with private access to the roof space above the suit, instead of or in addition to terrace space created by an adjacent sit back.



Fig 2.04 A typical penthouse suit

10. Executive Room – Such rooms are designed to take care of officers on a projects and have to take meeting at such rooms or have to work on tables. It has a larger bedroom with a sitting area provided with chairs and usually sofa. There is a dressing table as well as a writing table.

11. Duplex Room – Such rooms have a set of rooms at different floors and are connected by an internal staircase. Generally, the parlor is at the lower level and the bedrooms are at the upper level.

12. Interconnected Rooms - Two rooms, as the name suggests, adjacent to each other having an interconnecting door allowing entry from one room to another, without having to go through the corridor. The interconnecting doors can be opened or locked as per the guest's choice.

13. Cabana - Cabana is generally a shelter on a beach or at a swimming pool used as a bathhouse. But now some hotels provide cabana with contemporary beauty, comfort, protection and privacy with

all basic facilities alongside the swimming pool, on the beach, in the garden and in any lounging area to individual guests.

14. Sico - Sico room is a smart solution to space efficiency. Sico rooms usually have special beds which can be folded according to the guest's need. Guests get a meeting room by day and a sleeping room by night, with the comfort of a real mattress. With most meetings today consisting of ten people or less, Sico rooms offer the flexibility to accommodate small meetings without tying up large meeting rooms.

2.02.02 GUEST ROOM STATUS

At any moment, a room has a "status", like "occupied", or "checked out but process of cleaning is not over hence cannot be offered to a new guest", etc. It is important that the Front Office which offers the rooms to the guest should know the status of each room at any given moment. Then only they would be able to assign a room to a given guest.

The guestrooms in hotels may show one of several status codes, representing different situations. The codes used may differ from one hotel to the other, but the industry terminology for each situation remains more or less the same. The various room-status terms, their codes, and their definitions given as follows:

Room Status	Code	Definition
Occupied Room	O or OCC	A guest is currently registered to the room, (has not checked out)
Complimentary Room	Comp.	The room is occupied but the guest will not be charged for its use.
Vacant Room	V	Room is not yet occupied
Vacant Ready/ Vacant Clean	VR/ VC	Room is ready for sale (Room has been cleaned, inspected and is ready for arriving guest).
On- Charge Room	O/C	Room is not ready for sale (The guest has departed, but the room has not yet been cleaned and inspected)
Not Clear	NC	Front Office has not communicated Housekeeping to clean and clear the room. The guest has settled his/her account and left the hotel.
Do Not Disturb	DND	The guest is not to be disturbed.
Out Of Order	OOO	Room has maintenance issues hence cannot be sold.
No Baggage/ No Luggage	NB/ NL	The guest is staying in the room but does not have luggage.

Scanty Baggage	SB	The guest is staying in the room and has very less baggage.
Double Lock Room	DL	A room which has been double locked. No other key can open this room except the grandmaster key (the emergency key).
Luggage in	L	Luggage in but bed not used.

Check Your Progress

What is the difference between a double room and a Hollywood twin room?

What is the meaning of Room Status?

2.03 AMENITIES IN GUEST ROOMS

2.03.01 WHAT A ROOM MEANS TO A GUEST

In order to offer quality service you have to meet and exceed the customer's wants and needs. It is extremely important to understand the expectations of a guest when he/she pays to stay in a room. People nowadays travel a lot more than they did earlier, and the expectations from hotels are constantly on the rise. In such a scenario, continuous analysis of guest expectations becomes necessary. Given that a hotel is often referred to as 'home away from home', there would be similarities in a guest's expectations from a hotel and from a home. These similarities would dictate that the guestrooms be neat, hygienic, comfortable, private, and, above all, safe. The most important consideration here is that the staff needs to understand and respect the guest's expectations. Primarily, a neat room is the basic minimum expectation of any guest, and the staff needs to ensure this by laying out fresh linen and presenting a clean room on a daily basis. The room should not only be attractive, but also comfortable and functional. Hotel guests expect a high degree of cleanliness, leading to a hygienic environment to stay in. For instance, guests trust that the hotel has provided them a sanitized toilet when they see a disinfected paper strip on the toilet seat. The 'basic necessities' in a guestroom are constantly varying. Nowadays these may include Internet and Wi-Fi connectivity, channel music, television, temperature control, and so on. Guests also expect that they will not be disturbed often and that the location of the rooms would be such that they have a good view. Safety, as we have already mentioned, is a key factor with regard to guestrooms—guests would like the guestroom location to be safe and not accessible to one and all. The doors of a guestroom should have a double locking system operable from inside, along with strict control measures in the hotel with regard to the handling of guestroom keys and master keys. Fire-exit layouts being placed in the rooms is a necessity as well. Irrespective of its location, a guestroom should also offer easy access to other guest service areas, such as restaurants, gymnasiums, swimming pools, and so on, with clear directions to and from the room or elevator being posted in corridors. The guest would also expect to be able to get in touch with ancillary departments providing other services to guests from the room itself. The various services such as room service, restaurants, housekeeping, valet, and so on should be clearly indicated with explanation and intercom numbers, house rules and the information kits properly placed in each guestroom.



Fig 2.05 A typical room with amenities

2.03.02 GUEST SUPPLIES AND THEIR PLACEMENT

Guest supplies include all the items that are conducive to the guest's material comfort and convenience. They are subdivided into guest amenities, essentials, expendables, and loan items. Many hotels follow a common pattern in placement of guest supplies in their guestrooms.

In the bedroom: the guest supplies placed in various areas of the guest bedroom are discussed in this section.

Behind the door:

A DND card, the reverse of which may be the 'please make up my room' card. Room rates for the different kinds of rooms offered, in a frame or plastic holder behind every door, A detailed map of fire exits is ideally affixed behind the door, A notice reminding guests of the safe-deposit facilities at the cashier's desk, most hotels now have an electronic safe in the guestroom, however, in which case this notice is not required.

At the writing table: These are the usual supplies on and around the guestroom desk: • A guest stationery folder with monogrammed note papers, envelopes, post cards with the hotel's picture, telegraph forms, and guest comment forms are placed on the table. A pen and pencil are also placed alongside • Tent cards (publicity cards folded in the shape of a tent) giving information about special events and shows in the hotel are also placed on the desk • An ashtray • A candle, a candle holder, and a matchbox • The hotel brochure • A wastepaper basket next to the writing table, on the floor • A chair with backrest is placed in front of the writing table

On the bedside table: Any of a variety of supplies may be found on or in the nightstand: • The telephone and the service directory are placed on the bedside table • A note pad and a pencil are placed beside the phone • An ashtray and a matchbox. In twin rooms two ashtrays with matchboxes are kept on the two bedside tables • A breakfast knob card is usually kept on the first shelf or in the

drawer of the bedside table. This card is placed on the pillow during evening service in many hotels • A local telephone directory is placed on the lowermost shelf of the bedside table • In the same location, a Bible, Gita, or Quran may also be placed. In Buddhist countries, The Life and Thoughts of Lord Buddha may be placed • A channel music panel may be affixed to the bedside table • A bedside lamp is placed on the bedside table. If there are two tables, there may be two bedside lamps • A flask on a tray, with two glasses, may be kept beside the bed on the bedside table

On the coffee table: These are the usual supplies here: • An ashtray and a matchbox are placed on the coffee table • The house magazine or some tourist magazines, and a newspaper are also neatly arranged on the coffee table • The room service menu is placed on the coffee table • A letter of greeting signed by the general manager, wishing guests on special holidays or feasts, may be placed on the coffee table

In the drawer and cupboard: These are usually found in the wardrobe or chest of drawers, or else sometimes in a nightstand drawer. • A sewing or mending kit (a 'Dutch wife') is placed in a drawer • Laundry bags and a list of laundry facilities and charges • A few plastic utility bags may also be placed in the wardrobe for guests to keep their shoes or wet swimming suits in, or to use for other purposes • Clothes hangers are hung on hooks or a hanging rod inside the cupboard • The guestroom safe is usually affixed inside the cupboard

Below the luggage rack: The luggage rack usually has a lower shelf for guests to keep their shoes on. The shoe mitt or a shoe kit may also be placed on this shelf.

At the dressing table: These supplies may be on or near the dressing table where there is one. Else they may be part of the vanity unit in the bathroom:

An upholstered stool is placed under the dressing table and it can be pulled out when required, A mirror is mounted on the wall with appropriate lighting facility Combs and brushes are placed in the dressing-table drawer

On the bed: Ideally, there would be nothing on the bed except the bedclothes listed below, but sometimes a small gift or box of chocolates may be placed on the pillow as part of the turn-down service. A mattress, with a mattress protector on it, Bed sheets, night spread, pillows with pillowcases, blankets, a bed spread.

In the television cabinet: This, of course, is fairly obvious—this is where you would find the television, usually one equipped with a satellite network, and the remote control.

In the mini-bar: All, some, or none of these may be included, depending on the type of hotel and the type of guestroom, as well as sometimes the profile of the guest. • Mineral water bottles • Ice trays • Beverages such as liquor • Lemon wedges and soft drinks • Some snack

On the mini-bar cabinet or dresser or console table: These supplies may be on a small side table near the guestroom entrance, by the bed, or on the mini-bar. • A tray with tea bags and sachets of coffee powder, milk powder, and sugar • On the same tray, a couple of cups, saucers, and spoons • A kettle and/or coffee maker • An ice bucket

In the sitting area: The following items are usually found in the sitting area: • A sofa and two easy chairs • A lampshade • An occasional table

In the bathroom: A bathroom usually has the following fixtures and guest supplies:

- A full length mirror at the entrance
- A bath tub and a bath mat
- A water closet
- A tissue holder with a tissue roll, affixed on the wall near the WC

On or near the vanity unit: Supplies near the vanity unit are as follows:

- Monogrammed soaps, shampoo bottles, moisturizers, cologne, aftershave lotion, and bath gels • Shower caps, gargle glasses, tissue box, razor blades, dental kit, and shaving kit
- A mirror mounted on the wall with appropriate lighting facility
- A sani-bin beside the WC or under the vanity counter.

2.03.03 HOTEL BEDS AND MATTRESSES

When a guest comes to the hotel after tiring journey or work or trip he or she expects a comfortable bed for rest. A bed is a piece of furniture or location primarily used as a place to rest, relax, nap or sleep. To make beds more comfortable, the top layer is frequently a mattress. Originally these were bags of straw for most hotels and filled with fluffy, feathers of birds. Eventually new filling materials such as cotton, silk cotton and artificial fillers became common. In modern times most mattresses use springs, solid foam, latex, water, or air. Water resilient fibers (natural and synthetic), latex, synthetic foams and a combination of a huge range of different spring technologies are used in the manufacture of beds. For greater head support, most people use a pillow, placed at the top of a mattress. Also used is some form of covering blanket to provide warmth to the sleeper, often bed sheets, a quilt, or a duvet.

Check Your Progress

Which amenities are placed near vanity unit?

What is the importance of the amenities in a hotel?

2.04 GUEST FLOOR RULES

To offer best possible service to the guest, the staff must understand his or her wants and needs. The importance of a guestroom to the guest must be understood and appreciated by all housekeeping staff. To provide best service and to achieve guest satisfaction, hotels have some common rules and they are communicated to the staff through employee manuals and briefings.

Following are some guest floor rules:

1. The staff should be friendly and polite to the guests, greeting them according to the time of the day.

2. They should be properly groomed with clean uniform. Friendly staff with good sense of humor and understanding of the mood of the guest is an asset to the hotel.
3. Every hotel has two types of elevators i.e. service elevator and guest elevator. The hotel staff should always use the service elevator to enter the guest floor.
4. The floor staff must restrain themselves from doing any activity which can create guest disturbance. For example unnecessary conversation, running or making noise on the floor.
5. Hotel equipments, trays, trolleys must be kept in the respective area away from passage area to avoid collision.
6. Before starting the cleaning, the room attendant should follow the standard operating procedures. Room attended should see the status of all the rooms from the lot of rooms allocated to him/her. For occupied rooms, knock at the door firmly with the index finger knuckle announcing clearly 'housekeeping'. Room attendant should introduce himself / herself and ask for the permission.
7. During conversation with guests, the room attendant should not enter the guestroom as it can affect the guest privacy. They should continue their conversation standing in the doorway.
8. While cleaning the room the door should be kept wide open.
9. Room attendant should keep their carts parked in such a way that the guest corridors are free from movement.
10. The staff should remain calm in front of guests and should not indulge in arguments with the guests and should adopt a courteous behavior towards them.
11. The telephone in the corridor should be answered before the third ring without causing any disturbance to the guest.
12. Room attendants are strictly prohibited to enter the guestroom which shows DND sign.
13. Though DND sign prohibits the room attendant to enter the guestroom, but the sign hangs for long hours then the room attendant should inform to the supervisor to take any further action.
14. If room attendant observes any suspicious movement in guest attitude, they should immediately inform the floor supervisor.
15. If guest belongings are found after the guest departure then the room attendant must immediately inform the floor supervisor and submit the belonging to the lost and found department.

Check Your Progress

Whom should the housekeeping staff report in case of suspicious activities in a guest room?

What is meant by guest floor rules?

2.05 FLOOR PANTRIES

A pantry is a room where beverages, food, and sometimes dishes, household cleaning chemicals, linens, or provisions are stored. Food and beverage pantries serve in an ancillary capacity to the kitchen. The word "pantry" derive from the same source as the Old French term paneterie; that is from pain, the French form of the Latin panis for break.



Fig 2.06: Contemporary kitchen pantry

Each housekeeping floor / sections will have a floor pantry to keep the par supply of linen, cleaning supplies, guest stationeries and amenities. The use of pantries helps the staff to give timely service to the guest as he doesn't have to run to the stores or to the kitchen every time. The staff also saves energy and time by use of pantries.

The floor pantry should always have the linen required for that floor in circulation.

Normally the floor pantry should be ideally located near the service elevator.

Should have locked shelves to store linen and supplies

The Room boy / attendant have to clean the pantry while beginning the shift and while ending the shift.

Pantry has to be neat and tidy always.

All the racks on the shelves have to set with linen.

The floor is swept thoroughly with Domex / Floor Cleaner / Bleach.

Dust all the racks and pipes on a daily basis.

Sweeping and mopping of pantry is done once in the morning after removing the trolleys, and once at the end of the shift.

The pantry has to be scrubbed with teepol solution once in a week.

The dustbin has to be emptied, washed and dried on a daily basis.

Water cooler area is scrubbed daily and kept dry and clean.

Washbasin is scrubbed and cleaned daily.

Floor supervisors should check the floor pantry for cleanliness on a daily basis.

Check Your Progress

What is the importance of floor pantry?

What is meant by floor pantry?

2.06 GUEST SAFETY ON FLOORS

IMPORTANCE OF A SECURITY SYSTEM

The guest, who comes to a particular hotel, comes with an understanding that he and his belongings both will be safe and secure during his stay at the hotel. At the same time it is also quite important that the hotel staff and assets are protected and secure. Hence it is very important to have a proper security system in place to protect staff, guests and physical resources and assets such as equipment, appliances buildings, gardens of the hotel and also the belongings of the guest.

The management must take care that the security and safety systems cover the following areas:

Guest: Protection from crimes such as murder, abduction and health hazards from outsiders, hotel staff, pests, food poisoning etc.

Staff: Providing staff lockers, insurances, health schemes, provident funds etc. Protective clothing, shoes, fire fighting drills, supply of clean drinking water use of aqua guards, sanitized wash rooms etc.

Guest luggage: Secure luggage store rooms and proper equipment such as luggage trolley and bell hop trolley should be provided.

Hotel Equipments: Lifts, Boilers, Kitchen equipment, furniture fitting and building etc. must be protected and for these the security and safety should cover up fire safety equipment, bomb threat security system, water floods security system, earthquake security system , safe vault security system etc.

Protection of raw materials, goods, provisions and groceries etc. for this the security system should cover proper storage and pest control systems, apart from the application of total material management system.

TYPES OF SECURITY:

Physical aspect

Security of persons

Security of systems

1) Physical aspect is divided into two parts a) Internal b)external

a) Internal security

Against theft

Fire safety

Proper lighting

Safeguarding assets

Track unwanted guests

b) External Security

Proper lighting outside the building

Proper fencing of the building

Fencing of pool area to avoid accidents in the night
Manning of service gates to restrict entry
Fixing of closed circuit TV cameras

2) Security aspects of persons

a) Staff

Effective recruitment and selection
Identification of staff
Key control
Red tag system
Training
Locker inspection

Check Your Progress

What is the importance of security in a hotel?

How can management can take precautions in hiring staff?

b) Guests:

Check scanty baggage guests
Guests suspected of taking away hotel property should be charged according to hotel policy
Guest room security:
Provide wide angle door viewer, dead bolt locks, night torch, chains on doors etc
Employees should be trained to not give any information about in house guests to outsiders
While issuing a card key ask for key card if in doubt of the guest.
House keeping staff should never leave keys expose on unattended carts in corridors

3) Security aspects of systems:

Record of all losses and missing items immediately
Inventory control should be proper
Auditing should be done on a regular basis
Proper system for cash disbursements should be made

The term system implies the operations of the hotel eg: all the equipment used for operation, procedures laid down for operations and policies to be followed. Systems procedures and policies if followed properly shall safeguard the assets and increase life span of equipment as well as avoid any breakdown maintenance

This would mean the following:

Fix duties and responsibilities: Fix duties of staff members so that they don't interfere with others' work.
Make surprise checks
Staff who have access to liquid assets should be made to sign a bond so that in case of theft the concerned person can easily be caught

Hiring of some independent security company to check the security system of the hotel

Safety issues

When we take the same hotel as example, it is management's duty to ensure "safety" in several areas, such as:

The structure itself

Installations and fixtures (check electrical, plumbing, air-conditioning and other installations)

Public and work areas (e.g. slippery floors, hazardous obstacles in traffic areas), safety of furniture, equipment, appliances, and utensils.

This is followed by:

Health safety (nontoxic cleaning material and detergents used)

Good quality air (what we breathe, dependent upon the type of equipment, installations and fixtures used, and regular repairs and maintenance)

Food safety

Safety against outbreak of fire

Check Your Progress

What is the meaning of system and system security?

What are the aspects of security of system?

Security Issues

Security at the hotel include areas like security of the property itself, company assets, employees' and customers' personal belongings and valuables, life security, personal security etc.

Even though all the hotels maintain (as policy statements) that “the hotel is not responsible for valuables and employees personal belongings (their handbags, items kept in the personal lockers, etc.)”. However management have to take all possible measures to prevent theft making guests suffer. Otherwise the name of the property is destroyed as the word of mouth spreads that the hotel is not a safe place to be. The management may take such measures and adopt such policies that will make the property safer, including:

Background checks of selected applicants

Policies related to employees' entry to, and exit from, the workplace

Spot checks of locker rooms and lockers

Effective supervision and control during the work cycle

Policies related to the discovery of criminal records and wrongdoing among, and by, employees

Control of people entering and exiting the workplace

With regard to guest valuables, management should inform its guests that the hotel is not responsible for valuables left in the room, advising them to secure these in safety deposit boxes provided by the hotel.

Besides taking care of security issues related to the the employees (as outlined above), management must undertake some necessary steps, among which:

Providing safety deposit boxes or lockers to keep valuables

Policies and practices to regarding the security of these boxes and areas

Management and operational policies to ensure the security of guest rooms

Management and operational policies about the security of public areas

Security policies and practices for the back-of-the-house areas

Training and Employment of security staff

Policies and practices to minimize the "presence" and "support" of "dubious characters" (like criminals, verification of registration and check-in personal data and documentation submitted, and minimizing free movement of unknowns on the premises, as well as direct, free flowing communication with local, national and international security authorities)

Training of staff in guest and valuable security

Effective supervision and control procedures.

SECURITY MEASURES FOR HOTELS

Some of the security measures taken by hotels:

Use of Key Card Locks:

While key card locks on guest rooms are quickly becoming the standard, some hotels still don't take advantage of the added safety provided to guests.

Guest room locking systems these days include punch and magnetic key cards which have locks with flash memory and other productivity linked functions. The system can directly be linked with PMS.

Use Security Guards:

Most hotels do not have security guards while some employ them only at night. It is recommended to employ sufficient number of security guard who are properly trained to handle situations.

Defibrillation Units:

Many of the important hotels are now maintaining defibrillation unit which is proving to save lives of important guests.

Security Cameras:

Security cameras with digital technology, intelligent access central system, software interface with CCTV for matching undesirable visitors and criminals, interfacing with motion detectors, pocket lie detectors and spy cameras and use of biometric readers like hand key reader or face recognition system etc. may enhance the security profile of the hotel by considerable extent.

Fire Alarms:

While most hotels now have smoke detectors and fire alarms, Some hotels have a state of the art alarm system with smoke detectors in each guest room and throughout the entire complex that is monitored 24 hours a day, 7 days per week that pinpoints the exact point of the alarm allowing our security staff to respond immediately to the area of any alarm condition.

Emergency Power:

Very few hotels have any provision for emergency power in case of an electrical outage while a few

hotels provide limited emergency stand-by power to provide elevator service and some lighting. Some hotels have a 2-Megawatt stand-by generator that provides 100% emergency power that can provide uninterrupted guest service during a power outage.

Emergency Manual:

Hotels maintain an emergency manual, detailing operations in the event of a variety of emergencies.

Employee Photo ID:

For added security, some hotels have employees wearing a photo ID nametag allowing quick identification.

In-Room Safes:

In addition to the safety deposit boxes offered by most hotels at the front desks, Some hotels provide in-room guest safes capable of holding a lap-top computer that use the guest's own credit card as the key.

Guest elevators:

Elevators can also be interfaced with a room electronic locking system, so that a guest may swap his digital room key to the elevator and the elevator would know which floor to stop at and that the person is an authorized person.

Bomb threat security:

Precautions and measures that may be taken in the above case:

Security nets and body searches for guests not known to the staff.

Banqueting suites and other non-public areas should be security checked and locked after use
Goods received and bags should be checked and kept tidy.

If a bomb threat is received via telephone, the telephonist should note carefully what exactly is said, the time of the call received the accent of the caller and background noise if any. After the alert the GM should stay put in the lobby where he can be reached easily.

Duties and responsibility of staff during an emergency should be well-defined.

The hotel should work closely with the police to keep them updated.

Chamber maids and HK supervisors should be trained to conduct security checks in the guest rooms.

Security measures for women travelers

-Mirrored walls of the guestroom floor elevators so that you can see who is walking behind you

-Well-lit public areas such as lobby bars

-Valet parking services to avoid the need of a woman to enter the parking lot

-Assigning rooms closer to the elevator

-If a woman traveler is not assigned a room on the special executive floor, hotels most often on request, upgrade her accommodation to that floor without an increase in room rate. The floor is staffed almost 24 hours a day with a concierge.

Check Your Progress

Which measures are taken in case of bomb threats?

What precautions should be available for women travelers ?

2.07 GUEST SAFETY PROCEDURE DURING FIRE AND OTHER EMERGENCIES

2.07.01 FIRE

Factors of Hotel Fires

Complexity

Hotel fires are more complex than many other occupancies because of:

- 1) High occupancy loads
- 2) Guests' unfamiliarity with the building.
- 3) Many guests may not speak English and/or may have difficulty understanding oral or written directions.

Causes

The major causes of fires in hotels are smoking materials, electrical, cooking fires and arson.

Hazards

Common fire and life safety hazards to watch for include:

- Missing/broken fire safety equipment Locked exit doors
- Accumulated trash Blocked stairways
- Open fire doors Burned out exit lights
- Human Error

Many major hotel fires have shared several characteristics of human error:

- 1) Delayed notification of the Fire Department
- 2) Delayed notification of guests
- 3) uncorrected hazards (electrical, cigarette in mattress, etc.)

Critical Life Safety Features

- 1) Smoke detectors in every room save occupant's lives. If a fire starts in a guest room, the occupant has, on average, two minutes to get out alive. A smoke detector will give the necessary warning to facilitate escape.

2) Self-closing doors (fire doors, stairwell doors) save lives by confining the smoke, flames and heat and leaving evacuation routes clear. It is imperative that these doors are not blocked or propped open.

3) Sprinklers work to limit fire spread to the room of fire origin. 96% of fires in which automatic sprinklers are present are extinguished or contained by three or fewer sprinkler heads. There has been no multiple loss of life in the United States in buildings in which sprinklers were functioning correctly.

Fire Response Plans

Have a fire emergency plan.

It is important for your hotel to have an updated fire emergency plan. This plan should be in writing, and easily available to all employees. This includes those who work weekends and nights. If your hotel is a high rise, the Seattle Fire Department requires that you maintain an Emergency operations Plan for your facility. A copy is to be filed with the Fire Marshal's Office, another copy kept at the fire alarm panel. For further information, visit the local Fire Department website or call the appropriate toll free number.

Become familiar with your facility's fire and life safety systems.

Prior to your program, become familiar with your facility's fire and life safety systems. Know which of the following your building has, as well as their location and use:

- Manual pull alarms Fire extinguishers
- Smoke detectors Fire alarm monitoring service
- Exit doors & stairwells Voice alarm system/Intercom
- Sprinklers Fire doors

When a fire happens...

- Treat every alarm as though it is a real emergency, even if the initial source is unknown.
- It is imperative that every alarm is treated as though it is a real emergency, even if the initial source is unknown. If the alarm sounds, or a fire is suspected, call the Fire Department immediately. After calling the Fire Department, if you determine that there is no fire, but rather a malfunction of your equipment or a false alarm, call 911 and relay this information. Never wait to investigate the situation before notifying the Fire Department. Any delay will allow a fire to grow and further endanger the building occupants and property.
- DO NOT silence the alarm until given permission to do so by Fire Department personnel or by the emergency operator. DO NOT reset the alarm until the Fire Department arrives and has investigated the source of the alarm. All fire alarms are to be investigated by the Fire Department.
- Remember your emergency number – 9-1-1 (USA) or 101 (India)
- It's important for employees calling 101 (India) or 911 (USA) to be able to give the following information: nature of the problem, location, address, nearest cross street, any specifics known. The caller should not hang up until told to do so by the emergency operator.

Do not use elevators (lifts).

Elevators should never be used by building occupants during a fire emergency. The reason is three fold:

1) Elevators may fail during a fire, trapping occupants; 2) elevator shafts may fill with smoke; and 3) the elevator needs to be available for the use of arriving firefighters. Occupants must exit by way of stairwells only. For information on evacuation procedures for non-ambulatory persons, refer to the handout Fire Evacuation Procedures For Persons Unable To Use Exit Stairs. Call 386-1337 for a copy.

If trapped, create an area of refuge.

If guests or staff are unable to leave the building, they should create an area of refuge. Seal the room. Use wet cloth to stuff around cracks in doors and seal up vents to protect against smoke. Do not break windows. Flames and smoke can come back in from the outside. If you need air, open the window a crack. Stay low under smoke. The freshest air is near the floor. Keep a wet cloth over your nose and mouth, breath through your nose only. Signal for help. Use the telephone, or hang something in the window.

Fire extinguishers

- Fire Code requirements specify the size, number and location of fire extinguishers within your facility.
- These requirements help establish a protection level appropriate for the hazard class of your building.
- Make sure you know the types, sizes and maintenance requirements of your extinguishers, as well as the basics of extinguisher operation.
- Review your facility's Emergency Response Plan
- Make sure all employees have access to a copy of your facility's written emergency response plan.
- Review the procedures as a group and make sure that they are clear to everyone.
- Discuss what to do if a fire is discovered

Staff should understand that their quick response is important if they:

- 1) discover a fire.
- 2) see smoke coming from under a door.
- 3) hear the fire alarm, but don't see or smell fire.

Most importantly staff should understand the need for quick evacuation and calling 911 or 101 immediately.

Discuss your building's fire and life safety systems.

Discuss your building's fire and life safety systems. Does everyone know what and where they are, and how they work? Which of the following does your building have and what is their importance in a fire...smoke detectors, manual pull alarms, elevators, stairwells, fire doors, alarm system, sprinklers, etc.?

Discuss hazards of your facility.

Discuss hazards particular to your facility. What can you identify and what precautions should be taken? Have staff from different areas identify hazards common to their work area (kitchen, laundry, housekeeping, maintenance, night staff, etc.)

Hold a fire drill.

Have a drill within a month of your program in order for staff to practice the emergency response plan.

Everyone have the opportunity to physically run through the procedures. Studies indicate that unless adults actually practice safety behaviors, they very well may not be able to perform them correctly when the need arises.

Check Your Progress

List the activities to be done and checked in case fire breaks out?

What are the causes of fire?

2.07.02 HANDLING EMERGENCY SITUATIONS

Apart from fire and bomb threat etc. the front office staff at some point of time have to handle a lot of unusual situations also. Some such situations may be death and illness of guests, theft in hotels etc and many others.

1) Death of a guest in the hotel :

Once the information comes to the front desk it should directly be reported to the front office manager.

The front office manager will then report it to the GM or resident manager

The security manager should also be informed immediately

The police is informed and the hotel doctor is summoned who will check and confirm the death

Meanwhile the hotel will locate the residential address of the deceased and will inform the relatives.

Once the police complete all formalities and activities and gives the permission, the dead body is fully covered and then removed from the room on a stretcher. For this purpose the service elevator and not the guest elevator is used

A death certificate is obtained from the doctor

A report should be prepared as to who informed of the death, time, room number and date of death. In case there is any luggage of the deceased in the room a list should be prepared and the luggage should be kept in the luggage room and the person performing this activity should sign this report

The guest room is locked and sealed.

After obtaining clearance from the police the room is opened and thoroughly disinfected and spring cleaned and only after permission of the police and subsequent permission of the GM or resident manager the room should be sold.

Some important facts to be kept in mind are:

Do not enter the room alone always take the lobby manager and security officer with you

In case you are aware that the deceased was under the treatment of a specific doctor, the same should be called instead of the hotel doctor. His physician will also be helpful in knowing and notifying the incident to the relatives and people known to him

Do not disturb the body or touch anything before the arrival of the police as this may be a murder or suicide case.

2) Handling accident cases:

Aknowledge of first aid would come very handy in such situations. In general the following points should be taken care of :

- Remove the person who has met with accident from the site of accident {as early as possible and take him to a more comfortable area, use a stretcher in case the need be}
- Call the doctor and if possible give him the details of accident and gravity of the accident.
- Take someone along with you to the site of the accident as you may need help
- Keep alert you must serve the victim immediately by providing first aid
- Try to protect your establishment from any false allegations
- Prepare a full report of the whole accident giving details of the date and time who reported the incident, room no., site of the accident etc. Also make your comments as to the reason of the accident and how could it have been prevented and what action is to be taken to avoid the same in the future.

The accident book:

An accident book is usually maintained in all organizations and the receptionist should record all details of accidents which have occurred to employees whilst carrying out their daily activities.

The book must be kept in a place easily accessible by any injured person or a person bona fide

Particulars of an accident may be entered here in either by the injured person himself or by a person acting on his behalf

The accident book when filled up should be preserved for a period of three years after the date of the last entry

Every employer is required to take steps to investigate the circumstances of the accident recorded and if there happens to be any discrepancy between the circumstances found by him and the entry made, he is required to record the circumstances so found.

3) Situation of Theft:

Theft is divided into four categories:

I. Theft by employees of the hotel can be avoided by:

Work business and personal references should be checked before the employee is hired.

A detailed record of all employees who enter the guest room such as chamber maids bellboys room boys maintenance etc

All hotel keys should be returned to the department concerned and no employee should be allowed to take keys out of the hotel's premises.

Check Your Progress

What are the important issues in avoiding and dealing with accidents?

What steps are taken if a guest dies ?

II. Damage of hotel property by the guest can be avoided by:

The hotel staff should identify the main cause for the damage.

If the damage is appears to be done intentionally the hotel can ask the guest to pay compensation for the same. For this it is necessary that the front desk is well versed with the cost of the damaged item.

III. Theft of hotel property by the guest:

Can be avoided by taking the following steps:

- Installing automatic locks on the guest room doors
- Appointing a security officer who would walk and take rounds at regular intervals
- Inform guests to use the safe vault of the hotel and not to keep valuables in the guest room
- Keep a watch on walk in as their likelihood of being a thief is more as compared to a guest who has undergone a process of making a reservation in the hotel
- Avoid giving room numbers of resident guests to visitors or over the telephone callers.
- In case the guest loses his key and asks housekeeping to open the room door for them, HK should direct them to front desk
- Master key should be kept under strict supervision and control

IV. Theft by outside visitors can be avoided by:

- being aware of suspicious persons
- regular and irregular schedule of vigil and rounds
- Stagger lunch and rest periods of employees so as to keep one person on duty on each floor at all times

- Instruct the telephone operator not to connect calls to the guest room incase the request is made by the caller by room number. The receptionist should insist on knowing the name of the guest who the caller wishes to speak to.
- Guest should be informed to keep the balcony door closed to avoid anyone entering the rooms from the balcony
- Closed circuit televisions should be used

4) Situation of illness and epidemics:

The receptionist may be called for assistance during sickness of a guest.

Patient should be advised to consult the house physician but in case the guest has his own physician the same should be called.

Housekeeping needs to be notified about the sickness and instructions if any

If the case of serious sickness, the guest should be moved to a nursing home

During epidemics all precautionary measures especially in food and beverage service area should be followed

5) Handling a drunk guest :

The guest should be removed from the lobby as early as possible but being careful not to irritate/offend him.

Preferably taken to the back office or to his room.

If he behaves unruly, the hotel security must be called.

6. Safe deposit facility in the hotel for security of guests' valuables:

It is the responsibility of management to develop and maintain proper safe deposit procedures for its property.

If this facility is available for guests, notices regarding it should be put up in various conspicuous/noticeable places in the hotel and also should be mentioned to the guest.

Safe deposit boxes should be located in an area, in vicinity of the front desk and which has limited access. Unauthorized guests or personnel should not be permitted inside the area.

Front office staff should be well-versed with the procedures regarding safe deposit boxes.

Strict control should apply to the storage and issue of safe deposit keys.

At any point of time there should be only one key issued for each safe even if more than one person is using the safe.

Two keys are required to open a safe deposit box: one being the guest's key and the other being the control key/guard key put in by the cashier/safe deposit attendant.

After the verification of the identity of the guest, the safe deposit attendant/cashier should accompany the guest to the safe deposit area where in clear sight should make use of the control key and the guest's key to open the safe.

Sometimes the hotel may not be able to meet the demand for individual safe box; in that case a large box containing the belongings of more than one guest is used. Each guest's belongings are put in an envelope which is sealed. The key to this box is stored in a secure place and a log is maintained which records an entry each time the key is used to open the box

Check Your Progress

How can the situation of epidemic be handled?

What precautions are to be taken in respect of the cash boxes ?

2.08 SUMMARY

We have seen, in this unit, classification of guest room types. We have classified them into categories like single, double, triple, quad, Hollywood twin, Studio, Suite, Penthouse suite, Executive, duplex, interconnected, Cabana and Sico rooms. A guest room at any given time has a status like: occupied, complementary, Vacant ready, On charge, Not clear, DND (do not disturb), No baggage, Scanty baggage, double lock, Luggage In.

The guest room has such amenities that it make guest feel comfortable and at home. Such amenities are placed in the bedroom (like DND card behind door), at writing table (like stationary with hotel picture or monogram), on bedside table (e.g., ash tray and match box), on coffee table (like hotel menu card), in the drawer and cupboard (laundry facilities charges card), below luggage rack (shoe mitt or kit), dressing table (upholstererd stool), on bed (bed spread, blanket), mini bar cabinet (tray with tea bags, sugar, milk powder, cup, kettle, spoon, etc), sitting area (sofa, lampshade), bathroom (water closet etc), vanity unit (monogrammed soaps, shampoo, moisturizer, cologne, aftershave, bath gels, etc).

The hotel housekeeping staff should maintain the decorum by observing some floor rooms like not engaging any activities which will disturb the guests, etc. We have also studied about pantries at the floor. Pantries are the area where things required frequently like food and beverages, dishes, cleaning material, linen, etc are kept. This enables the staff to get them fast and saves the energy and time.

We have discussed in details the safety concerns of the guest at the floors. The three aspects of security, namely, physical aspect, security of persons and security of systems have been studied. Under physical aspect we have security against theft, fire, internal lighting, loss of assets and tracking

unwanted guests (these constitute internal security). The external security comprising of external lighting, fencing, manning gates and restricted areas was covered. Security aspects involving persons further divides into staff (training, key control, effective recruitment, etc), Guests (checking scanty luggage guests, thieves, criminals, etc) and systems security has been studied in details.

We have discussed the safety procedures during fire and other emergencies. Hotels are special places as they have high occupancies, occupants may not be familiar with the buildings or with language and directions. The causes of fire include smoking materials, cooking and arson. Hotels are expected to take such precautions as smoke detectors, self closing doors, sprinklers, etc. We have studied emergency situations and what to do when bomb threats, accidents, theft, death of a guest occur.

2.09 END QUESTIONS

The following questions should help you prepare for the End Examinations. These questions are for 5 marks each and should take you 11 minutes under examination conditions.

1. You are making up a room, your cart is in the hallway. You make the bed and go into the hallway to get towels from your cart. You smell smoke from a room at the end of the hall. As soon as you smell the smoke, the alarm goes off. What should you do?
2. You are staffing the front desk in the hotel lobby when you receive a call from hotel personnel that there is a fire. What do you do?
3. You are in the kitchen and a grease fire breaks out. What do you do? Take this a step further - smoke filters into the restaurant where hotel guests are having dinner. What do you do?
4. The fire alarm goes off on the floor. You don't know where the fire is. Guests wander out into the hallway to see what happened. What do you do to assist in the safe evacuation of hotel guests? What if some guests do not speak English?
5. You enter a room and discover a cigarette was carelessly tossed into the wastepaper basket and it is smoldering. What do you do?
6. As you are making a bed in one of the guest rooms you discover a cigarette burn in the bed sheet. Keeping in mind that a cigarette burn can smolder for hours before actually igniting the mattress or upholstery, what do you do?
7. The fire alarm has sounded and as people come out into the hallway you direct them to the nearest stairway. A hotel guest exits his room in a wheelchair. What do you do to assist this individual in a safe evacuation?
8. It is late in the evening and you are delivering room service. As you knock on the door the fire alarm sounds. Guests do not seem to be coming out of their rooms. You knock harder. Some hotel guests open their doors and sleepily look in the hallway. What procedures should you follow? What if some guests refuse to evacuate this late in the evening?
9. Describe the types, layouts and features of guest rooms
10. Explain the various amenities available at guest rooms
11. Describe floor and room number patterns for guest rooms
12. Describe the concept of floor pantries
13. Explain the measures taken to ensure safety of guests in hotels
14. Explain the various procedures to be followed during fire and other emergency situations

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UNIT 3 ACCOMODATION SECTOR

Structure:

- 3.01 Before we begin
- 3.00 Unit Objectives
- 3.01 Introduction to Front Office
- 3.02 Sections of Front Office (Reservation, Reception, Concierge, Bell Desk, Looby, Telephone, Cashier)
- 3.03 Coordination within the Front Office
- 3.04 Coordination of Front Office with the other departments in hotels
- 3.05 Organization Structure of Front Office
- 3.06 Key Responsibilities, Job Description and personal attributes desired of the personnel in Front Office
- 3.07 Uniforms and Grooming Standards
- 3.08 Summary
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3.00 BEFORE WE BEGIN

We will continue our journey into the discipline of Accommodations and Front Office in this third unit of the course. In previous units we had seen the importance of hospitality industry as a driving force giving contribution to the Indian economy in the form of revenue, employability opportunities, foreign exchange and corporate taxes. We had seen the categorization of hotels under star, heritage and miscellaneous other classification criteria, We had studied the cases of hotel chains including, ITC, Oberoi, Taj, Hilton, Hyatt, Marriott, etc. We have seen types of rooms, room status, floor rules, and safety and security concepts. We have seen what precautions to take in case of bomb threats, thefts, death of guest, epidemic, etc.

In this unit we will study the Front Office of a hotel in details. We will see that the function of the Front Office is to contribute to the revenue of the hotel by selling the rooms and through other means. We will see that the Front Office performs its role to sale rooms through reservation and over the counter (OTC) or walk-in form and register the guest assign rooms, control keys, coordinate with other departments to ensure that maximum number of rooms are available for sale, provide internal and external information to guests, maintain precise information on status of room, maintain guest accounts and settle bills.

We will see various sections of the Front Office like reservation, reception, concierge, bell desk, lobby, telecommunication, cashier. We will study their functions and roles. The reservation plays important role in booking rooms in advance, maximizing the room revenue through policies like overbooking, yield management (optimizing price during peak and low time) and uses automated networking computer systems or Whitney Rack system (manual). The reception performs the task of welcoming guests, registers information of guests for legal and accounting purposes, controls keys, and informs guests about the mail and messages received. The concierge is like a butler who provides personal services like arranges cinema tickets or travel plans, and provides all local information to the guests on demand. The bell desk coordinates the luggage movement, distributes newspaper, sell postal stamps, keeps medicine or first aid kit and performs left luggage procedure. The lobby is the representative of management at all times and coordinates services from central point for guest, manages complaints, safeguards the house policies and interprets them to guests, evicts unwanted guests or persons and ensures that lobby is in order. Telecommunication section is responsible for all

communications within hotel and that from external world. The cashiers maintain the accounts for the guests during their stays, monitor the credit limit, settle cash and credit bills as per instructions and policy, maintain cash bank, provide petty cash for the expenses of the hotel and manage and exchange foreign currency.

We will also study how Front Office coordinates with the other sections of the hotel. Marketing and sales department works very closely with front office by getting data on guest histories, details concerning each guest's visit to help target marketing campaign, develop promotion, prepare mail labels and select advertising media. The coordination between Front Office and Housekeeping departments involves communication by Front Office to housekeeping about the check out of guests so that the housekeeping promptly completes cleaning of the room and other procedures to make the room available for sale again. The Housekeeping shares with the front office room status report promptly enabling the front office to make decisions about which rooms to offer to OTC guests or for reservations. The night auditor, on receiving room status from housekeeping prepares management information system (MIS) reports to the management which shows statistics like occupancy percentage, average room rent, discounts, etc. Similarly Front Office keeps the Engineering section involved in the maintenance of the room furniture, fixtures and equipments in the proper shape and functioning order. In case a room has facilities not working the guest asks for replacement of room and such rooms with faulty facilities become non-saleable.

The organization structure of the Front Office will also be studied by you. You would study how various managerial, supervisory or menial positions report to each other. You will study the responsibilities, job descriptions and attributes of the various personnel on the Front Office.

Studies of all these topics are of pivotal importance to you as a hospitality professional. You would understand the intricacy of the relationships between various departments and would appreciate why a department seeks what kind of support from other departments. It will give you a big picture of the Front Office department of the hotel.

3.01 UNIT OBJECTIVES

After studying this unit you will be able to

- Describe the importance, scope and function of front office
- Explain the various sections within the Front Office
- Describe how the sections within the Front office coordinate with one another
- Describe how the Front office coordinate with other sections of the hotel
- Explain the job description, key responsibilities and desired personal characters for the various personnel of front office
- Explain the role of uniform and grooming in the efficiency and efficacy of the Front Office

3.02 INTRODUCTION TO FRONT OFFICE

Hotel industry cannot go out of business easily since it satisfies two of the basic needs of the human beings, namely shelter and food. However basic or elaborate the set of hotel may be, it is a safe investment. In today's times it is a must for people to travel, entertain clients or friends and relatives and to eat and drink with families.

Front office is a part of a larger division called accommodations or rooms division. The head of this division is called a director. This division has many other services which support guests' stay such as

concierge, telecommunication, lobby, bell desk, cashier, housekeeping, engineering IT, laundry and business centre. It requires coordination at the senior management level. Small hotels have front office which is simply its reception and it reports directly to the General manager.

Front Office is the first and last point of contact for a guest. Its role is to

- Sale hotel rooms through reservation. Income from sale of rooms normally contributes more than half the total income for the hotel.
- Register guest and assign rooms to them
- Be the first and last point of contact for the guest.
- Be the most visible face of the property
- Provide high profit margin for the property (remember that cost of sale is low, hence profit margin is high) The variable cost are the guest supplies and consumables at the amenities.
- The term “sale” in the front office vocabulary may appear a bit misleading, The sale is the lease of room for stay during a definite duration at a price. Room is deemed to be sold when the room space is leased to the guest for a specific time period. “Tariff” is the rate charged for each room computed for a revenue day which may begun at noon for next 24 hour.

The front office carries out the following basic functions

1. Sale rooms
2. Reserve rooms for guest prior to arrival
3. Register guests into hotel
- 4 Assign rooms
- 5 coordinate with the other services of the property
- 6 control guest room keys
- 7 provide in-house and external information to guests
- 8 maintain precise information about the status of room
- 9 maintain guest account and settle their bills

Check Your Progress

Why can the hotel industry never go out of business?

What is meant by the Front Office?

Name at least five functions of Front Office.

3.03 SECTIONS OF FRONT OFFICE

The following sections help the front office to carry out its functions:

3.03.01 RESERVATION

Most people like to book their rooms in advance to avoid last minute embarrassment of finding no rooms in any hotel in the place. Many of the large chain hotels may have a single point of reservations for various of their properties. On the other hand many independent hotels do subscribe to an international reservation system which is open to any hotels subscribing to it. These international services are global in reach, thus increasing the reach of independent hotel to target target groups. The reservation agent is important to add room revenue of the property by his marketing skills. He may not be a mere clerk but may be selling the rooms and making money by earning commission. Many sales executive have started their career as reservation agent. Because of importance of reservation function the agent report directly to the Front Office Manager (or GM in small hotels). The Front Office manager works closely to maximize the sale of room. The main role of reservation is to

- Book rooms in advance
- Maximize room sale: Rooms space is perishable because it is linked with time. A time period not sold is lost beyond repair. It is thus to be ensured that all the time slots are sold. Overbooking is one of the way. This in itself is a fine art of maximizing sale of room. It counters the last minutes cancellation. It requires experience and knowledge of hotel reservation mechanisms. Another strategy is to use technique of yield management. Here the revenue is maximizing by optimizing the pricing during the peak and low period.
- Manage the information effectively by storing, documenting, retrieving such information from various sources so that the guest get the room at his or her arrival.
- Up-sell rooms to maximize the revenue.
- Closely coordinate with the sale and marketing departments to ensure the maximizing of room sale

Small hotels normally use the Whitney Rack system which is a manual method. However with the advancements of technology the reservation agents have on their fingertips the required information with the accuracy.

3.03.02 RECEPTION



Fig 3.01 Reception has the job of registering and assigning rooms to guests

The reception registers and assigns rooms to guests. The following are the major tasks of this section

To welcome guests at the hotel

To complete registration formalities, including the billing information so that the cashier can claim the exact amount for the sale of the room

Control all room keys with due diligence. The reception is entrusted with the task of issuing keys for the room and getting them back after the stay is over. Many of the hotels use the mechanical keys where the lost key would mean that the room lock would need replacement thus incurring cost. However, many of the modern hotels have the digitally encrypted keys where it is possible to change the encryption code and no such losses would be incurred.

To inform the guests about the mail and messages received for them

Small hotels have to use the reception to multi-task overlapping with the telephone handling and cashier duties

3.03.03 CONCIERGE

Traditionally the duty of the concierge (“castle doorkeeper”) was to ensure that the guests are properly placed in rooms for the night. The concierge would accompany the royals to provide security, guidance, and lodging duties. The modern hotel management has adopted this concept in the modern concierge who provides such personalized services as providing tickets for movies in a theater, sightseeing, or table reservations at city restaurants. He is supposed to know everything about the city and happenings at the city.



Fig 3.02 Concierge is like a butler to the guest

3.03.04 BELL DESK

The main tasks for the bell desk are

- Coordinate the movement of guest baggage: This becomes very challenging as the volume of bags during a typical day is very large for most busy hotel.
- Carry out the errands and management of hotel precincts
- Distributes to the occupied rooms, business centers, coffee shops etc the newspapers etc
- Sell postal stamps
- Maintain essential medicines and first aid kits in coordination with a medical practitioner at the hotel
- Manage the left luggage procedure

3.03.05 LOBBY



Fig 3.03: Hotel Lobby

As a representative of the General Manager at all times during day and night, he has to perform following duties

- Coordinate all services from a central point for the guest
- Manage all complaints and disputes from guests
- Safeguard the house policies with the guest and interpret them for the guest
- Evict unwanted guests from the premise
- Ensure proper baggage handling
- Ensure that transport services run smoothly and efficiently for the guests
- Ensure that the lobby is in order
- Works as sole management representative at night

3.03.06 TELECOMMUNICATION

It is responsible for all communication within the hotel and that from outside the hotel. Modern system allows the hotel to manage a large volume of communication with as little as a single operator in a shift. It also coordinate to wake-up call system, fire alarm system, automated door system, etc. The main task of the system is to keep channels of communication open and contact fire brigade or police force in case of emergencies. It is also entrusted with maintaining the sophisticated telecommunication equipment. The modern equipment allow international and local calls from guests rooms or office, post call charges directly automatically to the guest account folio. These equipment have message indicators on the instrument, voice mail service, caller id, DND, room to room connections, call waiting, wakeup call and alarm systems.

With the advancements in internet and cellular telephony, the role of the telecommunication system is undergoing significant change. The telecommunication section should maintain Wi-Fi connection and manage passwords for such connections for the guests which is either complementary or at a paid basis.

3.03.07 CASHIER



Fig 3.04 Cashier has to handle the cash for the hotel

He coordinates with the accounts department and front office, carrying out the following major tasks:

- Maintain the accounts for the guests during their stays
- Monitor the credit limit
- Settle cash and credit bills as per instructions and policy
- Maintain cash bank
- Provide petty cash for the expenses of the hotel
- Manage and exchange foreign currency.

Check Your Progress

Which are the various sections of the Front Office?

What are the responsibilities and major functions of Reservations?

3.04 COORDINATION OF THE FRONT OFFICE WITH OTHER SECTIONS OF HOTEL



Fig 3.05 Various departments have to shake hands with the Front Office

The front office staff interacts with all departments of the hotel, including marketing and sales, housekeeping, food and beverage, banquet, controller, maintenance, security, and human resources.

These departments view the front office as a communication liaison in providing guest services. Each of the departments has a unique communication link with the front office staff.

Marketing and Sales Department

The marketing and sales department relies on the front office to provide data on guest histories, details concerning each guest's visit. Some of the information gathered is based on zip code, frequency of visits, corporate affiliation, special needs, and reservations for sleeping rooms. It is also the front office's job to make a good first impression on the public, to relay messages, and to meet the requests of guests who are using the hotel for meetings, seminars, and banquets.

The guest history is a valuable resource for marketing and sales, which use the guest registration information to target marketing campaigns, develop promotions, prepare mailing labels, and select appropriate advertising media. The front office staff must make every effort to keep this database current and accurate.

The process of completing the booking of a special function (such as a wedding reception, convention, or seminar) depends on the availability of sleeping rooms for guests. The marketing and sales executives may have to check the lists of available rooms three, six, or even twelve months in the future to be sure the hotel can accommodate the expected number of guests. A database of available rooms is maintained in the property management system by the front office.

The first guest contact with the marketing and sales department is usually through the hotel's switchboard. A competent switchboard operator who is friendly and knowledgeable about hotel operations and personnel will make a good first impression, conveying to the prospective client that this hotel is competent. When the guest finally arrives for the function, the first contact with the hotel is usually through the front office staff. The front office manager who makes the effort to determine which banquet supervisor is in charge and communicates that information to the desk clerk on duty demonstrates to the public that this hotel is dedicated to providing hospitality.

Messages for the marketing and sales department must be relayed completely, accurately, and quickly. The switchboard operator is a vital link in the communication between the prospective client and a salesperson in the marketing and sales department. The front office manager should instruct all new personnel in the front office about the staff in the marketing and sales department and what each person's job entails (this applies to all departments in the hotel, not just marketing and sales). Front office employees should know how to pronounce the names of all marketing and sales employees. To help front office staff become familiar with all these people, managers should show new employees pictures of the department directors and supervisors. Requests for service at meetings, seminars, banquets, and the like are often made at the front office. The banquet manager, a person who is responsible for fulfilling the details of service for a banquet or special event, or sales associate, a person who books the guest's requirements for banquets and other special events, might be busy with another function. If a guest needs an extension cord or an electrical outlet malfunctions, the front desk staff must be ready to meet the guest's needs. The front office manager should establish standard operating procedures for the front office employees to contact maintenance, house-keeping, marketing and sales, or the food and beverage department to meet other common requests. Knowing how to find a small tool kit, adapters, adhesive materials, extra table covers, or window cleaner will help the guest and will save the time involved in tracking down the salesperson in charge.

Coordination between Front Office and Housekeeping

It is very important to have coordination between Front Office and Housekeeping. The reception must have control over the status of rooms in good order to be offered to the guests. The Housekeeping has

the responsibility to keep room in clean and hygienically proper shape. Housekeeping sends report of the room about three times a day in a big hotel. Housekeeping has to clean the room and make it in the good shape for offer to a new guest as soon as possible and send the report of having done so to the Front Office. The reception will then be able to allocate the room to the new guest.

After receiving the room status report from Housekeeping, the reception has to reconcile with the reception room rack status. The Housekeeping reports whether the room is occupied, stayed over, not occupied but not in condition for offer, etc. This status report helps the reception to know which rooms are available. Similarly when guest checks out the reception informs the Housekeeping so that the Housekeeping takes steps to make it ready for new occupant. This coordination was earlier done using electrical buttons and lamps but these days it is done using networked computerized systems.

The night auditor, on receiving the last room status report from Housekeeping, reconciles it with the reception rack status and prepares report showing

- Occupation position
- Category of room sold
- Category of Guest (walk-in or reservation)
- Category of foreign and local company
- Average Room Rate
- Average room occupancy
- Percentage of discount on an average
- Revenue on sale of room as on date

The night auditor also prepares a list of guest and sends to all departments concerned.

FO Cash Counter has to coordinate with all the units of the hotels. It collects all the revenue of the hotel. It has to coordinate with the chief cashier, credit department, income auditor and all the outlets.

At night the night auditor will do the reconciliation from all the revenue outlets of the hotel. During each of the shift, the Front Office cashier and all outlets make remittances to the chief cashier. Hence there is a need to have coordination among income auditor, credit supervisor, chief auditor, Front Office cashier, night auditor and all outlets.

Coordination between Engineering Department and Front Office

There is a need to have some staff round the clock from the Engineering department to maintain and upkeep the facilities and equipment in order. If the equipments or facilities at the guest room does not function, the guest demands a replacement of room and the room get out of order for offer and the hotel loses revenue from sale of such rooms. The Front Office brings to the notice of the Engineering departments any problems in the equipment and facilities and the Engineering department is expected to complete the job at the least possible time. In cases of emergencies like fire, the Front Office informs the Engineering department on urgent basis and the Engineering department is expected to take safety measures.

Coordination between Human Resources Department and Front Office

The HR department coordinates with the Front Office in cases of misconducts on part of employees of the hotel as per the SOP. The HR plays important roles in cultural and sports events taking place at the hotel from time to time. The Front Office coordinates closely with the security section particularly

in events of theft or law and order situation and then cooperates with the law enforcing agencies to complete the formalities of investigation etc.

Check Your Progress

How does the Front Office coordinate with the HR department?

What is the importance of coordination between Front Office and housekeeping?

3.05 ORGANISATION STRUCTURE OF FRONT OFFICE

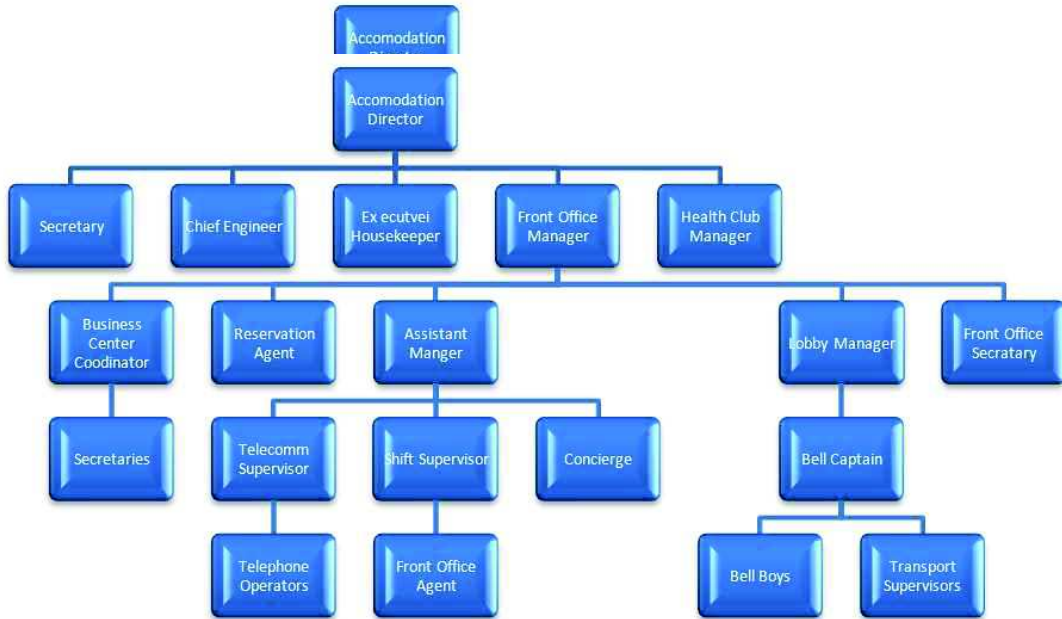


Fig 3.06: Organization Structure of the Accommodations Department for a large hotel

The Front Office section is headed by the Accommodations Director, who is assisted by a secretary. The Accommodations Director has under him or her Chief Engineer, who is responsible for the Engineering department, Executive Housekeeper, Front Office Manager and Health Club manager. The Front Office Manager supervises the Business Centre Coordinator, Reservation Agents, Assistant Manager, Front Office Secretary and Lobby Manager. The Business Centre Coordinator is assisted by a number of secretaries and other staff. The Assistant Manager oversees the work of Telecommunication Supervisor, Shift Supervisor and Concierge. Telecommunication Supervisor is assisted by the Telephone Operators. The Shift Supervisor takes help from Front Office Agents. The Lobby Manager supervises the Bell Captain. The Bell Captain has to his assistance, Bus Boys and Transport Supervisor.

This is the structure at a large hotel.

Check Your Progress

Who does a Front Office report to?

Who reports to the Lobby Manager?

3.06 RESPONSIBILITIES, JOB DESCRIPTION AND ATTRIBUTES OF PERSONNEL

A job description document tells the employees about the duties and responsibilities and other aspects of their jobs which are expected from them. The document also communicates reporting officer, authorities scope and limitation and areas of coordination. The hotel may have its own policies regarding what aspects to be covered in the job description document. The document may also cover working hours, equipment handling, workplace limits, and salary grades in the compensation hierarchy. It becomes a helpful guide for the employee in carrying out its expected job. Thus job description documents play very important roles in any organizations.

Benefits of Job Description

The new employee knows what is expected from him or her and pushes himself or herself to the need of the organization.

It forms the basis for the organization's expectation from the employee and vice versa.

It plays important role in the orientation and induction programs for the employees

It acts as important foundation setting standards of performance against which the performance of the employee would be judged.

It brings parity amongst the employees' vis-à-vis their compensation packages and duties and responsibilities.

It serves as a legal document in cases of disputes

It serves to protect employee from the undesired overburdening or other improper behavior on part of his or her supervisor.

We will now see the sample job descriptions for various positions under the Front Office.

Job Title	FRONT OFFICE MANAGER
Reports to	Accommodation Manager, General Manager
Job Summary	<p>Recommends and meets budgets and goals</p> <p>Leads Front Office teams</p> <p>Ensures quality service standards with personalized guest attention</p>
Duties and responsibilities	<p>Recommends and monitors budgets for year</p> <p>Leads Front Office teams</p> <p>Monitor works by daily meeting to ensure communication, training and dissemination of policy information to staff</p> <p>Check arrivals of VIP guests</p> <p>Approves expenses of department</p>

	<p>Conducts sales calls to corporate houses, government organizations etc and develops ways to improve sale of rooms</p> <p>Develops databases and other means to ensure continued patronage of guest</p> <p>Manages duties of staff by approving rotation and requisiting extra hands as per need.</p> <p>Ensure safety and hygiene of staff</p> <p>Maintain disciplines and conducts staff appraisal from time to time</p> <p>Coordinate with Engineer and Housekeeping to ensure maximum rooms are available for guest.</p> <p>Monitors the system of reservation</p> <p>Monitor billing and recovery of money through cashier</p> <p>Resolve disputes among guests and staff</p> <p>Represents department in internal and external interactions</p> <p>Conducts SWOT (Strength Weakness Opportunities and Threat) analysis from time to time to position the hotel for best business performance</p> <p>Tries to maximize room income by variety of policy formulation and implementation</p> <p>Introduces technology into the system for maximizing productivity of employees and better decision making.</p>
Supervises	<p>Assistant Manager (FO)</p> <p>Front Office supervisors</p> <p>Lobby Manager</p> <p>Concierge Services</p> <p>Reservation Agent</p>

	<p>Guest Relation Executives</p> <p>Conducts staff performance evaluation</p> <p>Take measures to maintain discipline of staff</p> <p>May provide complementary rooms</p>
Limits of authorities	
Coordinates with	<p>House keeping for cleanliness and hygiene</p> <p>Accounts for depositing sale revenue and for budgets and for approving expenses</p> <p>Engineering for maintaining amenities and safety so that rooms are available for sale</p> <p>Security for maintaining security of guest and that of the property</p> <p>Marketing for promoting the sale of rooms</p> <p>Accommodation Director for policy direction and evaluation of the performance of department</p>
Skill and Competencies	<p>Should have in-depth knowledge of systems and procedure</p> <p>Social skills for being asserting and confident</p> <p>Communication skills in local, international and national languages</p> <p>Leadership skills</p> <p>Motivation skills</p>

Job Title	FRONT OFFICE SUPERVISOR
Reports to	<p>Assistant Manager (FO)</p> <p>Front Office Manager</p>
Job Summary	Supervises shift for efficient service quality
Duties and responsibilities	<p>Ensures punctuality and grooming standards of the staff</p> <p>Takes over from the previous shift and take stock of situation through entries in log books</p> <p>Assigns duties maintaining parity among</p>

	<p>employees and smooth conduct of business</p> <p>Briefs staff to communicate the policies of the management and ensure proper communication among staff</p> <p>Greets the VIP customers as per the policy of the hotel and sees that their level of satisfaction is maintained</p> <p>Check arrivals and departures and tally the room availability status</p> <p>Controls the room keys and reports about missing keys</p> <p>Meets and greets the arriving guests and ensures that the rooms are allocated speedily</p> <p>Train and supervises Agents to maintain high standards of service and occupancy</p> <p>Checks all equipment and furnitures for serviceability</p> <p>Controls guest mails and messages and its distribution</p> <p>Checks statistical data like daily room revenue, occupancy, house counts, VIP list, room report, registration cards, guest folio</p> <p>Makes monthly statistics in respect of complementary rooms, statutory data for ministry of tourism</p> <p>Helps in registering the guest</p> <p>Implements the staff hygiene and discipline standards policies.</p>
Supervises	Front Office Agents
Limits of authorities	<p>Only advisory (to Assistant Manager)</p> <p>Supervises shift</p>
Coordinates with	Housekeeping to ensure availability of room

	<p>Stores for procuring supplies</p> <p>Engineering for maintenance of equipment</p> <p>Bell desk for movement of luggage</p> <p>IT for software and hardware related activities</p> <p>Telecommunication for telephone and updates</p> <p>F&B for group arrival</p>
Skill and Competencies	<p>In depth knowledge of system and procedure</p> <p>Skills to handle complaints</p> <p>Service skills to handle customer</p> <p>Social skill for confidence and assertion</p> <p>Communication skill in local, international and national languages</p> <p>Supervisory skill</p> <p>Training skill</p>

Job Title	FRONT OFFICE AGENT
Reports to	<p>Front office supervisor</p> <p>Assistant Manager</p>
Job Summary	<p>Makes reservations, registration and assignment of rooms</p> <p>Informs the guests about the various issues during their stay</p>
Duties and responsibilities	<p>Prior to shift openings, he attends the briefing and takes over from the previous shifts</p> <p>Checks log books for any special instructions</p> <p>Checks arrival, departures and room status</p> <p>Checks expected VIPs</p>

	<p>Issues VIP amenities vouchers for VIP rooms as per policy of hotel</p> <p>Prepare record for VIP and handicapped and senior citizens at pre-registration</p> <p>Mangae crew and group registrations as per SOP (standard Operting Procedure)</p> <p>Ensure that supplies are available for the entire shift.</p> <p>Make Registration and assignment of rooms to all guest arriving</p> <p>Maintain and update the room rack and Front Office data base</p> <p>Open guest folios on new arrivals and sends them to cashier</p> <p>Keeps updated about room rates and discounts</p> <p>Prepare room descipancy report and verify physically with the help of bell boys</p> <p>Provide relevant information to the concierge and work closely with him</p> <p>Hand over the departure rooms to Housekeeping for service without delay</p> <p>Helps in room and occupancy reports preparation</p> <p>Up-sell rooms to earn more revenue</p> <p>Handle guest who have scanty baggages with due diligence</p> <p>Update guest history from time to time to maintain database</p>
Supervises	Trainees at the job
Limits of authorities	May assign rooms
Coordinates with	<p>Housekeeping for cleaning rooms for sale</p> <p>Engineering for maintenance of service equipments and furniture</p> <p>Lobby for movement of luggage at the time of</p>

	<p>arrival and departure</p> <p>F&B for meal plan</p> <p>Concierge for massage, mail and information updates</p>
Skill and Competencies	<p>In-depth knowledge of system and procedure</p> <p>Social skills for confidence, mannerism, personable</p> <p>Physical fitness to endure the work pressures during shift</p> <p>Communication skills in local, national and international language at appropriate level.</p> <p>Team working skill</p> <p>IT skill for working in Front Office software</p> <p>Mediation skill to handle complaints and grievances of staff and guests</p>

Job Title	RESERVATION AGENT
Reports to	Assistant manager and Front Office manager
Job Summary	Receives room reservation sheets and records them
Duties and responsibilities	<p>Manage all reservation requests from various media and sources with courtesy and promptness</p> <p>Updates to the current room inventory positions</p> <p>Enters advance reservation slips into the computer software</p> <p>Attends shift meetings at the beginning of shifts</p> <p>Carries out changes in reservation data including cancelation and make their effect reflect in the system software</p> <p>Arranges for supplies form the stores</p>

	<p>Up-sells room for maximizing revenue</p> <p>Maintains history sheets of guests</p> <p>Updates room database and makes them available to the concerned officers of the hotel</p>
Supervises	Trainees
Limits of authorities	May take reservation and confirm bookings as per procedure
Coordinates with	<p>Travel agents, corporate house, airlines etc for booking room</p> <p>Housekeeping for keeping reservation areas clean</p> <p>Stores for procuring supplies</p>
Skill and Competencies	<p>Physical fitness</p> <p>Communication skill esp in handling telephones, email, etc in international, national and local language</p> <p>Social skills of confidence, mannerism</p> <p>Salesmanship skills</p> <p>Eye for details</p>

Job Title	FRONT OFFICE CASHIER
Reports to	<p>General Cashier</p> <p>Income accountant</p>
Job Summary	<p>Posts guest charges into their folios accurately and punctually from revenue outlets, Settles guest account either by cash or credit on their departure</p> <p>Disbuses cash as per SOP, Maintains safety boxes</p>
Duties and responsibilities	<p>Takes over shift</p> <p>Checks for any special instructions for the shift</p> <p>Tallies with the cash box at the beginning of the shift</p> <p>Requisition the petty cash from General Cashier if required</p>

	<p>Open guest folio for new arrivals</p> <p>Post charges soon after their departure</p> <p>Issue safety lockers to guest as per procedure and helps them in the use</p> <p>Disburse petty cash and authorizes paid-out</p> <p>Cash foreign currency and maintain necessary documents as per law</p> <p>Settle bills for guest by cash or credit</p> <p>Accept checks from guest after due authorization from the management</p> <p>Makes Front Office Cashier's reports and generates other reports</p> <p>Ensures that the supplies from mini bar or telephones or any other chargeable are properly reflected in the bills of the guest</p> <p>Coordinates with night auditor for daily audit</p> <p>Receives cash sales of all revenue outlets at the end of each shift and keeps in safe custody</p> <p>Submit petty cash balance with vouchers to the general cashier at the end of shift</p> <p>Handle credit card payment as per SOP</p>
Supervises	None
Limits of authorities	<p>Can refuse to accept credit cards, foreign currency, or checks as per the SOP</p> <p>Can refuse disbursement of cash if he is convinced that the documents are not in order</p> <p>Give final clearance to bell boy to remove guest baggage for departing guest</p> <p>Custodian of safety deposit lockers</p>
Coordinates with	<p>Lobby for clearance of removal of guest bags from premises</p> <p>FO Agent for guest arrivals to open guest folio</p> <p>F&B outlets for receiving cash and credit sales</p>

Skill and Competencies	Accounting skills Social skills of grooming, mannerism Communication skills in local, national and international languages
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Job Title	NIGHT AUDITOR
Reports to	Income Accountant Financial Controller
Job Summary	Audit daily receipts from hotel operations and prepares reports for decision making and financial audits
Duties and responsibilities	Tally all sales summary of revenue outlets with bills Verify and validates Front Office cashiers vouchers and forms Checks guest folios with charge vouchers Verify Front Office cashier report Makes cahier statement of accounts above permitted limits Prepares daily report Audits night receptionist report
Supervises	None
Limits of authorities	To ensure that any discrepancies in account are tallied he may ask for clarification with revenue outlet cashiers.
Coordinates with	FO Cashier for all transactions at the Front Office cash desk Revenue Outlet cashiers for all financial transactions during their watch
Skill and Competencies	Accountancy skills Eye for details In depth knowledge of systems and procedure Communication skills in English and local

	language
	Willingness to work in night shifts only
	Social skills of tactful handling and diplomacy, assertiveness, confidence

Check Your Progress

What are the functions and responsibilities of front office cashier?

What are limits of authorities of Front Office agents?

3.07 SUMMARY

In this unit we have studied the Front Office of a hotel in details. We saw that the function of the Front Office was to contribute to the revenue of the hotel by selling the rooms and through other means. We saw that the Front Office performs its role to sale rooms through reservation and over the counter (OTC) or walk-in form and register the guest assign rooms, control keys, coordinate with other departments to ensure that maximum number of rooms are available for sale, provide internal and external information to guests, maintain precise information on status of room, maintain guest accounts and settle bills.

We have seen various sections of the Front Office like reservation, reception, concierge, bell desk, lobby, telecommunication, and cashier. We have studied their functions and roles. The reservation plays important role in booking rooms in advance, maximizing the room revenue through policies like overbooking, yield management (optimizing price during peak and low time) and uses automated networking computer systems or Whitney Rack system (manual). The reception performs the task of welcoming guests, registers information of guests for legal and accounting purposes, controls keys, and informs guests about the mail and messages received. The concierge is like a butler who provides personal services like arranges cinema tickets or travel plans, and provides all local information to the guests on demand. The bell desk coordinates the luggage movement, distributes newspaper, sells postal stamps, keeps medicine or first aid kit and performs left luggage procedure. The lobby is the representative of management at all times and coordinates services from central point for guest, manages complaints, safeguards the house policies and interprets them to guests, evicts unwanted guests or persons and ensures that lobby is in order. Telecommunication section is responsible for all communications within hotel and that from external world. The cashiers maintain the accounts for the guests during their stays, monitor the credit limit, settle cash and credit bills as per instructions and policy, maintain cash bank, provide petty cash for the expenses of the hotel and manage and exchange foreign currency.

We have also studied how Front Office coordinates with the other sections of the hotel. Marketing and sales department works very closely with front office by getting data on guest histories, details concerning each guest's visit to help target marketing campaign, develop promotion, prepare mail labels and select advertising media. The coordination between Front Office and Housekeeping departments involves communication by Front Office to housekeeping about the check out of guests

so that the housekeeping promptly completes cleaning of the room and other procedures to make the room available for sale again. The Housekeeping shares with the front office room status report promptly enabling the front office to make decisions about which rooms to offer to OTC guests or for reservations. The night auditor, on receiving room status from housekeeping prepares management information system (MIS) reports to the management which shows statistics like occupancy percentage, average room rent, discounts, etc. Similarly Front Office keeps the Engineering section involved in the maintenance of the room furniture, fixtures and equipments in the proper shape and functioning order. In case a room has facilities not working the guest asks for replacement of room and such rooms with faulty facilities become non-saleable.

The organization structure of the Front Office has also been studied by you. You have studied how various managerial, supervisory or menial positions report to each other. You have studied the responsibilities, job descriptions and attributes of the various personnel on the Front Office.

3.08 END QUESTIONS

The following questions should help you prepare for the End Examinations. These questions are for 5 marks each and should take you 11 minutes under examination conditions.

1. Describe the importance, scope and functions of front office.
2. What is role of reservation agents?
3. Which are the strategies to maximize room sale?
4. How does overbooking work?
5. What are the responsibilities of Reservation section under the Front Office department?
6. What are the duties of reception section of the front office?
7. Explain the various sections within the Front Office.
8. What are the duties of bell desk?
9. How does the Lobby represent the General Manager at all time?
10. What is the role of front office cashier?
11. Describe how the Front office coordinate with other sections of the hotel.
12. How does the front office coordinate with marketing and sales department?
13. What is the importance of coordination between Housekeeping and Front Office?
14. Explain the job description, key responsibilities and desired personal characters for the various personnel of front office.
15. What is the job summary of Front Office Manager?
16. What are the duties and responsibilities of Front Office Supervisor?
17. Explain the role of uniform and grooming in the efficiency and efficacy of the Front Office

3.10 REFERENCES

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UNIT 4 HOTEL HOUSEKEEPING

Structure:

4.00	Before we begin
4.01	Unit Objectives
4.02	Introduction to hotel housekeeping
4.03	Sections of Housekeeping
4.04	Responsibilities of Housekeeping
4.05	Organization Structure of Housekeeping
4.06	Roles, Job Specification and desired attributes of the staff
4.07	Coordination with Maintenance section and other departments of hotel
4.08	Personal hygiene and grooming of the housekeeping staff
4.09	Summary
4.010	End Questions
4.011	Reference

4.00 BEFORE WE BEGIN

We are coming to the fourth and last unit of this course on Accommodations and Front Office. We have seen so far that we had seen the importance of hospitality industry as a driving force giving contribution to the Indian economy in the form of revenue, employability opportunities, foreign exchange and corporate taxes. We had seen the categorization of hotels under star, heritage and miscellaneous other classification criteria, We had studied the cases of hotel chains including, ITC, Oberoi, Taj, Hilton, Hyatt, Marriott, etc. We had seen types of rooms, room status, floor rules, and safety and security concepts. We saw that the function of the Front Office was to contribute to the revenue of the hotel by selling the rooms and through other means. We saw that the Front Office performs its role to sale rooms through reservation and over the counter (OTC) or walk-in form and register the guest assign rooms, control keys, coordinate with other departments to ensure that maximum number of rooms are available for sale, provide internal and external information to guests, maintain precise information on status of room, maintain guest accounts and settle bills. We have seen various sections of the Front Office like reservation, reception, concierge, bell desk, lobby, telecommunication, and cashier. We have also studied how Front Office coordinates with the other sections of the hotel. The coordination between Front Office and Housekeeping departments involves communication by Front Office to housekeeping about the check out of guests so that the housekeeping promptly completes cleaning of the room and other procedures to make the room available for sale again. The Housekeeping shares with the front office room status report promptly enabling the front office to make decisions about which rooms to offer to OTC guests or for reservations. The night auditor, on receiving room status from housekeeping prepares management information system (MIS) reports to the management which shows statistics like occupancy percentage, average room rent, discounts, etc.

We will be studying the Hotel Housekeeping in this unit, including importance, sections under it, responsibilities of the Housekeeping department and the employees working there. We will see that housekeeping is the department that deals essentially with cleanliness and all ancillary service attached to that. A housekeeping department might not be as celebrated as income-generating positions such as sales, but housekeeping employees are essential to keeping businesses running smoothly. The housekeeping department comprises of Executive Housekeepers Office, Housekeeping Desk (Control Desk), Laundry, Linen Room, Uniform Room, Sewing Room, Housekeeping stores, Flower Room, Lost and Found, Floor Pantry.

We will see that Housekeeping is mainly responsible for the cleanliness and maintenance of guest rooms and public areas. The tasks performed by housekeeping department includes: Guest Room Cleaning, Public Area Cleaning, issue and receive linen and uniforms, operate laundry, refurbishment and redecoration of the hotel, special decoration, flower arrangements, shoe shining, babysitting, 'lost and found' service, outsourcing contracts of services like pest control, carpet shampoo, laundry, florist, landscaping, cleaning of facade of building, etc, forecasting budgets, etc.

You will study the organization structure of housekeeping for small, medium and large hotels. You will also study the roles, job descriptions and desired attributes of staff. You will also see how the department of housekeeping coordinates with the other departments of hotels.

The housekeeping department breaks or makes the impression of a hotel. If the room is not clean, has pests, or has nagging staff, the business of the hotel would suffer. Hence it is necessary for every professional to study the procedures of housekeeping sincerely and effectively.

4.01 UNIT OBJECTIVES:

After studying this unit you will be able to

- Describe the importance, scope and function of hotel housekeeping department
- Explain the various sections within housekeeping
- Describe responsibilities, job roles and desired attributes of the various staff at the housekeeping department
- Describe how the housekeeping coordinate with the maintenance section and other departments of a hotel
- Explain the role of personal grooming and uniform of the housekeeping staff

4.02 INTRODUCTION TO HOTEL HOUSEKEEPING

4.02.01 IMPORTANCE OF HOUSEKEEPING DEPARTMENT

Let us start by trying to understand what the housekeeping does. Housekeeping is the department that deals essentially with cleanliness and all ancillary service attached to that. The standard plays an important role in the reputation of the hotels. One feels comfortable only in the environment which is clean and well ordered. Accommodation in hotels tend to be the largest part of the hotel, it is the most revenue generating department, the housekeeping department takes care of all rooms is often largest department in hotels. The rooms in hotels are offered as accommodation to travelers/ guest as individual units of bedroom. Hotel offer laundry, dry leaning facilities for guest clothes, shoe polishing facilities also. Hotel aims to make environment comfortable and offer specialized service to the guest. Housekeeping is the department that determines to a large extent whether guests are happy during stay and in turn mankind they return to the hotel. The fine accommodation and service are provided to the guest so they are pleased with the hotel. In hotels major part of revenue comes from rooms, thus the guest satisfaction is its primary object and the hygiene factor must always be present in the hotel.

4.02.02 MEANING OF HOUSEKEEPING IN HOTEL

We have seen what housekeeping does in the hotel in section 4.02.01. Hotel Housekeeping may be defined as 'provision of a clean, comfortable, safe and aesthetically appealing environment'. A housekeeping department might not be as celebrated as income-generating positions such as sales, but

housekeeping employees are essential to keeping businesses running smoothly. The sale of rooms constitutes a minimum of 50 per cent of these sales. Thus, the major part of a hotel's margin of profit comes from room sales, because a room once made can be sold over and over again. The effort that a housekeeping department makes in giving a guest a desirable room has a direct bearing on the guest's experience in a hotel. Guestrooms are the heart of the hotel. Unless its decor is appropriate, the air odor-free, and furnishings and upholstery spotlessly clean, the hotel may lose the guest as a potential repeat customer. The housekeeping department not only prepares clean guestrooms on a timely basis for arriving guests, but also cleans and maintains everything in the hotel so that the property is as fresh and attractive as the day it opened for business. Housekeeping, thus, is an ancillary department that contributes in a big way towards the overall reputation of a property. It is rightly said that housekeeping is a 24 x 7 x 365 operation.

Check Your Progress

What is the meaning of housekeeping in hotel?

What is the importance of housekeeping?

4.02.03 HOUSEKEEPING IN OTHER INDUSTRIES

Activities, like cleaning rooms of customers or public area cleaning and others, which the housekeeping does in a hotel are also required in other establishments like hospitals and maintenance of offices.

1. Hospitals:

Let us see what Housekeeping functions are required in a hospital. Cleaning and disinfecting in hospitals can prevent the spread of infectious diseases. Additionally, hospital housekeepers must work toward adhering to federal, state and local health codes and regulations to ensure a hygienic, safe and healthy environment. People who fill housekeeping positions in hospitals must have the commitment and the ability to coordinate with other team members and manage duties efficiently to best serve patients. Following are some of the duties of housekeepers in hospitals:

Linen Management

Hospitals use a large quantity of linens, such as gowns, towels and bedding, on a daily basis. Housekeepers gather, wash, iron, mend, fold and inspect all linens used in a hospital. They also discard old linens where applicable. Additionally, housekeepers report to supervisors which linens the hospital needs to replace to allow them to compile a report for purchases.

Hygiene

This is very important to the hospital. Hospital housekeepers clean, mop and sterilize all the areas in a hospital, including the waiting, operating and diagnostic rooms. When a patient moves to another ward or is discharged, housekeepers disinfect the room with specialized cleaning agents to prevent the spread of germs. It is also the housekeeper's responsibility to maintain a good appearance of the windows, doors, curtains and other surfaces, as well as a sanitary environment..

Patients' Rooms

This is similar to the scenario of hotels where the guest stay in rooms. Patients' comfort and safety are a significant part of health care. Housekeepers distribute clean laundry to patients' rooms. They also make their beds and arrange their rooms to maintain order and neatness. Additionally, they sterilize sinks and toilets, and mop all floors. It also is their responsibility to report any areas that require repair to supervisors or maintenance staff.

Miscellaneous Duties

The housekeeping has to also offer some other services. Employees in housekeeping learn on the job and do not require any formal education. However, they must have the ability to withstand work environments that sometimes can be uncomfortable. Their jobs entail wearing latex gloves and using strong cleaning agents. They also risk exposure to potentially infectious substances, such as blood. Occasionally, housekeepers attend in-service training to get updates on a hospital's cleaning policies and watch demonstrations about new cleaning products or methods.

2. Offices:

Dust and Dirt Removal

In some jobs, enclosures and exhaust ventilation systems may fail to collect dust, dirt and chips adequately. Vacuum cleaners are suitable for removing light dust and dirt. Industrial models have special fittings for cleaning walls, ceilings, ledges, machinery, and other hard-to-reach places where dust and dirt may accumulate. Special-purpose vacuums are useful for removing hazardous substances. Dampening (wetting) floors or using sweeping compounds before sweeping reduces the amount of airborne dust. The dust and grime that collect in places like shelves, piping, light fixtures, reflectors, windows, cupboards and lockers may require manual cleaning.

Employee Facilities

Housekeeping needs to ensure that employee facilities are adequate, clean and well maintained. Lockers are necessary for storing employees' personal belongings. Washroom facilities require cleaning once or more each shift. They also need to have a good supply of soap, towels plus disinfectants, if needed. If workers are using hazardous materials, employee facilities should provide special precautions such as showers, washing facilities and change rooms. Some facilities may require two locker rooms with showers between. Smoking, eating or drinking in the work area should be prohibited where toxic materials are handled. The eating area should be separate from the work area and should be cleaned properly each shift.

Surfaces

Floors: Poor floor conditions are a leading cause of accidents so cleaning up spilled oil and other liquids at once is important. It must be done in a sincere manner. Allowing chips, shavings and dust to accumulate can also cause accidents. Trapping chips, shavings and dust before they reach the floor or cleaning them up regularly can prevent their accumulation. Areas that cannot be cleaned continuously, such as entrance ways, should have anti-slip flooring. Keeping floors in good order also means replacing any worn, ripped, or damaged flooring that poses a tripping hazard.

Walls: Light-colored walls reflect light while dirty or dark-coloured walls absorb light. Contrasting colors warn of physical hazards and mark obstructions such as pillars. Paint can highlight railings,

guards and other safety equipment, but should never be used as a substitute for guarding. The program should outline the regulations and standards for colours.

Maintain Light Fixtures

Dirty light fixtures reduce essential light levels. Clean light fixtures can improve lighting efficiency significantly.

Aisles and Stairways

Aisles should be wide enough to accommodate people and vehicles comfortably and safely. Aisle space allows for the movement of people, products and materials. Warning signs and mirrors can improve sight-lines in blind corners. Arranging aisles properly encourages people to use them so that they do not take shortcuts through hazardous areas.

Keeping aisles and stairways clear is important. They should not be used for temporary "overflow" or "bottleneck" storage. Stairways and aisles also require adequate lighting.

Spill Control

The best way to control spills is to stop them before they happen. Regularly cleaning and maintaining machines and equipment is one way. Another is to use drip pans and guards where possible spills might occur. When spills do occur, it is important to clean them up immediately. Absorbent materials are useful for wiping up greasy, oily or other liquid spills. Used absorbents must be disposed of properly and safely.

Tools and Equipment

Tool housekeeping is very important, whether in the tool room, on the rack, in the yard, or on the bench. Tools require suitable fixtures with marked locations to provide orderly arrangement, both in the tool room and near the work bench. Returning them promptly after use reduces the chance of being misplaced or lost. Workers should regularly inspect, clean and repair all tools and take any damaged or worn tools out of service.

Maintenance

The housekeeping should also do the maintenance activities. The maintenance of buildings and equipment may be the most important element of good housekeeping. Maintenance involves keeping buildings, equipment and machinery in safe, efficient working order and in good repair. This includes maintaining sanitary facilities and regularly painting and cleaning walls. Broken windows, damaged doors, defective plumbing and broken floor surfaces can make a workplace look neglected; these conditions can cause accidents and affect work practices. So it is important to replace or fix broken or damaged items as quickly as possible. A good maintenance program provides for the inspection, maintenance, upkeep and repair of tools, equipment, machines and processes.

Waste Disposal

This is a very important function. The regular collection, grading and sorting of scrap contribute to good housekeeping practices. It also makes it possible to separate materials that can be recycled from those going to waste disposal facilities.

Allowing material to build up on the floor wastes time and energy since additional time is required for cleaning it up. Placing scrap containers near where the waste is produced encourages orderly waste disposal and makes collection easier. All waste receptacles should be clearly labelled (e.g., recyclable glass, plastic, scrap metal, etc.).

Check Your Progress

What activities are performed by housekeeping staff in Offices?

What is the importance of housekeeping in hospitals?

4.03 SECTIONS OF HOUSEKEEPING

Executive Housekeepers Office- This is the Executive housekeeper's office where the administrative work of the department is performed.

Housekeeping Desk (Control Desk)- This is the control centre of the housekeeping and is manned 24 hrs a day This is the nerve centre which does all the coordination job.. This is the area where housekeeping staff report for duty and sign out at the end of the shift. Notice boards, telephones, computers, storage shelves (for registers and files), lost and found cupboard, key racks etc. are present here.

Laundry- The place in the hotel where washing, pressing, dry cleaning, folding of linen and uniform of the hotel takes place.

Linen Room- The linen room is the place where the linen of the hotel (like linen-bed sheets, towels, table covers etc).are stored, collected & circulated throughout the hotel.

Uniform Room- The place from where uniforms are collected, stored and distributed to the staff of the hotel

Sewing room- The place in the department where stitching and repair of linen and uniforms takes place.

Housekeeping Stores- This is the storage area in the department where the cleaning agents, cleaning equipments, guest supplies are stored for the daily housekeeping functions and are securely locked.

Flower Room- Ideally should be an air-conditioned room to keep flowers fresh for arrangements in the hotel. It should have work tables, counters, sink, water supply, cupboards to store vases, stones etc.

Lost and found- The lost and found section in the department stores all the articles left by the guest and is stored for a specific period.

Floor Pantry- Located on each guest floor to stock the linen, cleaning supplies and guest supplies required for operations of the floor and should be securely locked.

Check Your Progress

Which are the various sections in the housekeeping?

What activities are performed by the lost and found section of housekeeping?

4.04 RESPONSIBILITIES OF HOUSEKEEPING DEPARTMENT

Housekeeping is mainly responsible for the cleanliness and maintenance of guest rooms and public areas. But there is ample number of tasks for which housekeeping is responsible as it is the backbone of a hotel. Housekeeping plays an important role in revenue generation though it is not a part of revenue generation department, because cleanliness strengthens the standard and ambience of the hotel. Following are the tasks performed by housekeeping:

(a) **Guest room cleaning:** The rooms of the guests need to be cleaned regularly. Rooms attendants are responsible to clean the guest rooms and bathrooms allotted to them under the guidance of floor supervisor. Room attendants are also responsible for the security of guest rooms as the room keys are handed over to them for the allotted rooms of a floor. Figure below shows housekeeping staff performing guest room cleaning activities.



Fig 4.01 Guest room Cleaning

(b) **Public area cleaning:** Public areas like restrooms need regular cleaning. Housemen are responsible to clean the public areas allotted to them under the guidance of public area supervisor, whether it is front-of-the-house or back-of-the-house. Routine cleaning is done during the day shifts and thorough cleaning is done during the night shifts. Front-of-the-house areas consist of foyer, shopping arcade, restaurants, banquet halls, health club, swimming pool, recreation areas, parking and compound areas. Back-of-the-house areas consist of basement corridors, staff lockers, staff cafeteria, offices and all operating departments except kitchen, which is cleaned by kitchen stewarding department..



Fig 4.02 Public area cleaning

(c) **Linen and Uniform room:** The linen like towels and the uniforms of the staff needs to be controlled that is they need to be cleaned, stored and issued. Housekeeping is responsible for the operation of linen and uniform room. It is responsible to issue and receive the uniforms and linen of departments to staff on fresh against soiled basis, to control and slaughter the damage and loss. It is also responsible to maintain the records of proper inventory and stock of all the items.



Fig 4.03 Linen and Uniform room

(d) **Laundry:** Most of the high end hotels have a laundry in the premise directly manned by them. If the laundry is in-house then the guest laundry from the rooms is directly collected and delivered by the laundry valet. Housekeeping is also responsible for maintaining records of issued linen, standard operating procedures, select the supplier for cleaning agents, machines, etc. If the laundry is outsourced then all the linen is collected and delivered to linen room from where it is dispersed to the laundry for washing. Housekeeping staff on duty in the laundry is responsible for the smooth working of operations.



Fig 4.04: laundry

(e) **Refurbishment and Redecoration:** Sometimes the hotel facilities need to be renovated and redecorated. It is responsible for refurbishment and redecoration of the hotel. Refurbishment means complete renovation, where all the soft furnishings are changed and the furniture too may be changed or re-upholstered. It is generally done floor wise in 4-6 years. Redecoration means to change the appearance or furnishing and is usually done on the basis of need like changing a set of curtains as it is stained or worn out.

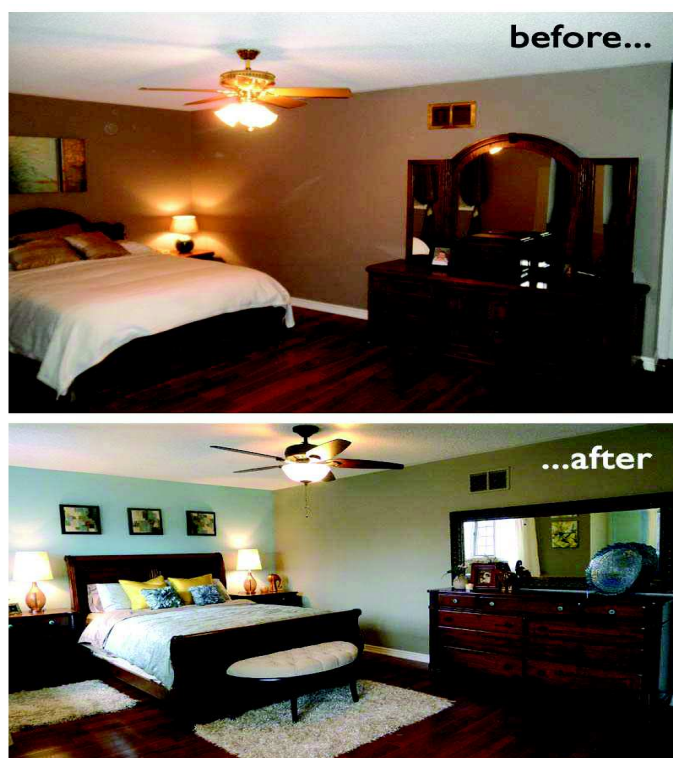


Fig 4.05 Before and After Decoration

(f) **Special Decoration:** Some special occasions require special decorations. Housekeeping is responsible for special decorations for theme dinners and festivals like a New Year ball, a Christmas celebration, an annual function of hotel or any other celebration. The decoration is done in coordination with F&B service department. Figure below shows a Special Christmas decoration done by the hotel staff.



Fig 4.06: Special Decoration in the Hotel

(g) **Special Requests:** Sometimes there are special requests from the guests. Request of guests on floors are also taken care by housekeeping department as they are available all the time on the floor. Guests may ask for extra room complimentarys and supplies, first aid kit like banded and thermometer, iron, hot water bag, ice bag, etc. These items are given to guests for use at no extra cost. A guest may also ask for an extra bed however it should be routed through the Front Office since the guest would be charged extra for it.

(h) **Flower Arrangements:** Flowers add to the beauty of the premise and make happy positive mood in the hotel. Flower arrangement work could be given out on contract or horticulture section of housekeeping can do as required in VIP rooms, Suites, public areas and for the florist shop. Any banquet requirements like backdrop for wedding etc. can be given on contract, if guests wish to do so. Figure below shows a flower arrangement showcased in a room.



Fig 4.07: Flower Arrangement in the Hotel lobby

(i) **Shoe Shine:** Some guest need to polish their shoes to be ready to go out. Room attendants provide shoe shine service to resident guests at the time of room cleaning. Nowadays, shoe shine machines are kept in public areas like in foyer and corridors, etc. Figures below show shoe shining tools



Fig 4.08 shoe shining tools

(j) **Babysitting:** Many guest have small children with them and sometimes they need to be looked after in their absence. This facility is provided to guests who have to go out for work and they cannot take their infants. Chambermaids can be given this job, if their shift is over or if extra maid is available then she can also work as baby sitter. Some of the hotels keep professional baby sitters, if demand for baby sitter is high. Guests are charged on hourly basis for this service.



Fig 4.09 babysitting

(k) **Lost and Found:** We all forget small items and sometimes also find items lost by others. Any guest article found in rooms or public areas is kept in the possession of the housekeeping department till a guest claims for it. Records are maintained for lost and found articles and information for the same is sent to Front Office to resolve any query by guest. Generally, perishable items are kept for 24 hours, valuable items like jewelry for 6 months to one year and invaluable items like perfume, vanity bag, etc. for three to six months.



Fig 4.10 lost and found box

(l) **Contract Services:** Not all the functions of housekeeping can be performed by internal staff. Some of the services like pest control, carpet shampoo, laundry, florist, landscaping, cleaning of facade of building, etc. are given on contract as these are not routine work and required after certain periods. All the above tasks are a part of housekeeping but due to expensive machines and keeping safety in mind, they are generally given on contract basis.

(m) **Purchase:** The items required by the housekeeping like detergents etc are to be purchased from markets. These personnel are responsible for selecting the suppliers and vendors to purchase cleaning equipment, cleaning agent, linen, soft furnishing uniform for staff, guest room complimentarys and supplies. All the large chain hotels may have a central purchase department through which room supplies are obtained on a monthly or quarterly basis. This ensures consistency of room supplies in all the hotels of a chain. Purchase is done in coordination with store/ purchase and accounts department.

(n) **Forecasting Budget:** The housekeeping department has to incur expenditures to carry out the functions assigned to it. The Executive Housekeeper presents the annual budget generally in the month of January for the forthcoming Budgeting Financial year. The factors to be considered while drawing up the budget are: previous year budget + 10% inflation + refurbishment plans + any other capital purchase + expected occupancy.

(o) **Duty Roster:** The staff at housekeeping have to man the hotel for 24 hours and hence have to work in shifts. The Assistant Executive Housekeeper decides the shift timings and off days of all the housekeeping staff in consultation with Executive Housekeeper. In addition to this, he/she is also responsible to send the information on overtime, leave, and statement of attendance to the Personnel department for cross checking the records and calculating the payroll of housekeeping staff

(p) **Recruitment, Training and Evaluation of Housekeeping Staff:** In order to be able to do a good job, quality human resources need to be hired, trained and retained. The Executive Housekeeper is

responsible for the recruitment of the employees in coordination with Human Resource Department. He/she is also responsible to evaluate the performance of staff for promotions and increments. staff.

Check Your Progress

Which are the main responsibilities of the housekeeping department?

What activities are performed under the special decoration?

4.05 ORGANISATIONAL STRUCTURE OF THE HOUSEKEEPING

The size of the hotel will determine the organizational chart of the organization

Depending upon the size large, medium ,small the hierarchy would be decided for each department. Below are given the hierarchy chart of large medium and small hotel.

(1) SMALL HOTEL HOUSEKEEPING

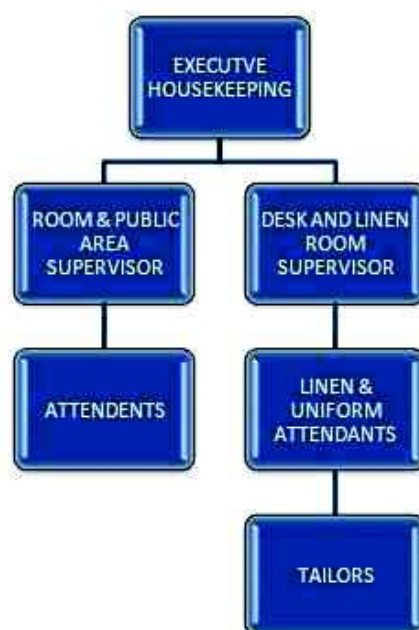


Fig 4.11 Organization Structure of Housekeeping for a small hotel

(2) HOUSEKEEPING IN MEDIUM SIZED HOTELS

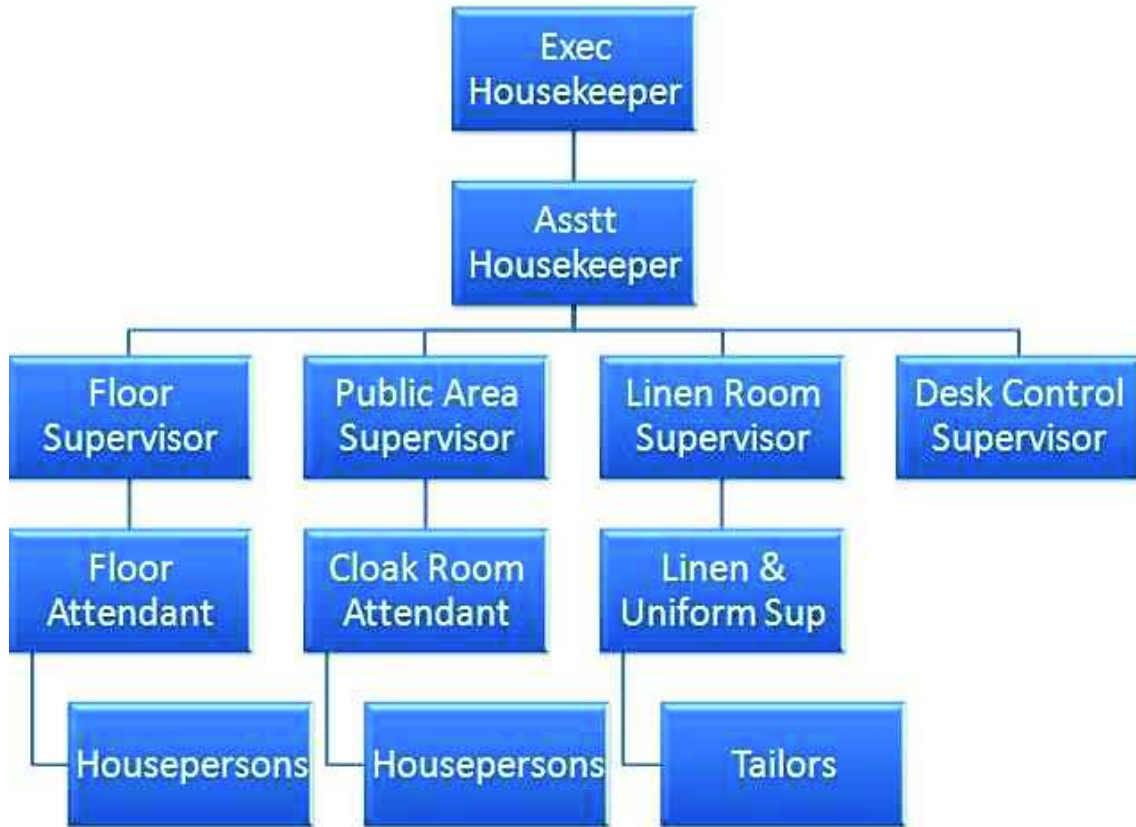


Fig 4.12 Organization structure for Housekeeping departments in Medium sized Hotels

(3) ORGANIZATION OF LARGE SIZE HOTEL HOUSEKEEPING

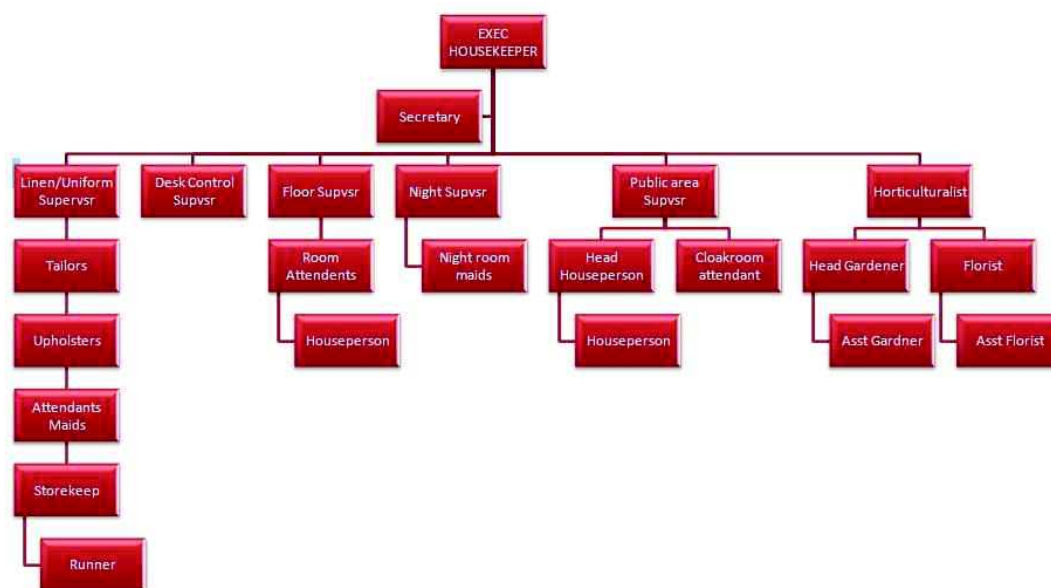


Fig 4.13: Organisation of Large Hotel Housekeeping

Check Your Progress

Draw the organization structure for a medium sized hotel.

What are the main difference between the organization of a medium and a large hotel?

4.06 ROLES, JOB DESCRIPTION AND DESIRED ATTRIBUTES OF STAFF

4.06.01 ORGANIZATION OF HOUSEKEEPING DEPARTMENT

The housekeeping department is headed by the executive housekeeper under whose supervision the housekeeper, assistant housekeeper, floor supervisor, linen room supervisor, public area supervisor, room attendant, house persons, cloakroom attendant and other housekeeping staff works. Let us see their job roles and other features.

EXECUTIVE HOUSEKEEPER

The executive housekeeper reports to the general manager or the rooms division manager.

The executive housekeeper is responsible for the cleanliness and aesthetic appeal and upkeep of the hotel. The executive housekeeper is responsible for the housekeeping staff.

Job Responsibilities of Executive Housekeeper

The executive housekeeper is responsible for the overall smooth functioning of the housekeeping department

- She/he is responsible for the cleanliness, hygiene, and sanitation and pest control of the entire hotel premises.
- She /he takes care of the standards of the organisation, controls periodic scheduling of maintenance and renovations along with engineering department
- She /he is responsible of hiring and training the employee of the department
- She /he supervise the work of the housekeeping personnel and is responsible for job allocation,duty roster attendance.
- He /she prepares the budget and forecast and monitor it
- She /he is responsible for the purchase, control of linen as per requirement
- She/he is responsible to purchase cleaning equipment and agents and supervise their use
- She /he is responsible for scheduling periodic inventory.
- She /he guides the florist for flower arrangement and proper supply of flower and flower arrangements
- She /he responsible for the maintenance of laundry purchase, selection of uniforms
- She /he is responsible for sanctioning of leaves of the staff
- She/he is authorised to take disciplinary action against staff misbehaviour
- She /he is responsible for good industrial relationship
- She /he is responsible to maintain housekeeping records and registers
- She /he is responsible to design the interior of the hotel
- She /he also look after correct functioning of the linen room and laundry
- She/he deals with the lost and found articles
- She/he looks after the key management.

DEPUTY HOUSEKEEPER

The deputy housekeeper reports to the executive housekeeper in the housekeeping department. The deputy housekeeper is responsible for the smooth operation and working of the staff. She /he works with the resources provided by the executive housekeeper for the purpose of maintaining the property, cleanliness and aesthetic appeal of the hotel.

Job Responsibilities of Deputy Housekeeper

- She/he looks after the upkeep, cleanliness, hygiene, maintenance of public area ,store, staff area, guest room, corridors, floor pantry.
- She/he looks after the maintenance of all furniture, fixture and fitting.
- She /he checks the attendance and grooming of the staff
- She /he gives pass keys to the staff
- She /he is responsible to check the log book messages
- She/he is responsible for the occupancy report
- She is authorised to check the maids trolley and the set up
- She /he issues the supplies to the staff
- She /he fills the duty register of the floor
- She/he inspects the room attendant, chambermaids and housemen to ensure that they are using proper methods, cleaning agents and equipment's.
- She /he checks the guest room is cleaned properly and the room supplies are been set
- She /he checks the room are been cleaned on time and properly
- She/ he inspects and makes a check list on maintenance issues and rectifies them

- She /he makes a requisition of supply required for the floor
- She /he checks that the rooms having DND signs are also been cleaned after the DND sign to be removed
- She /he has to report any suspicious person on the floor
- She /he looks after the decoration of all banquets and lobby area
- She /he is responsible of keeping a watch on whether the lost and found procedure is been followed by the staff
- She/he is responsible to maintain the records, register .
- She/he is responsible to maintain effective control of resources and manpower

FLOOR SUPERVISOR

The floor supervisor reports to the deputy housekeeper or the executive housekeeper. She is responsible for the cleanliness of the floor And rooms been allotted to her. Sheget the work done from the room maid /attendants.

JOB RESPONSIBILITES OF THE FLOOR SUPERVISOR

- She is responsible for receiving and issuing of linen required on the floor
- She ensures that the equipment's, cleaning agents and supplied to the floor.
- She is responsible of issuing floor keys to the room attendant
- She is responsible the spring cleaning
- She is responsible for reporting the maintenance work on her floors
- She maintain the par stock of her floor
- She coordinates for services to be provided to the guest such as baby sitter, hot water etc
- She prepares the housekeeping status report
- She is responsible for the cleaning of floor corridors guest rooms floor pantries allotted to her

PUBLIC AREA SUPERVISOR

Public area supervisor reports to the deputy housekeeper. He is responsible for the cleanliness and aesthetic appeal of the public area such as lobby, shopping arcade, cloakroom, banquets etc.

JOB RESPONSIBILITIES OF THE PUBLIC AREA SUPERVISOR

- He is responsible for the cleanliness of the areas such as lobby, main entrance ,shopping arcade.
- He is responsible for cleaning the functional areas such as banquets before and after function
- He is responsible for the cloakrooms cleanliness and supplies in the cloakroom
- He is responsible for the flower arrangement in lobby and in banquets
- He is responsible for the maintenance work report and ensuring that the maintenance is been done

LINEN SUPERVISOR

The linen supervisor reports to the deputy housekeeper. She is responsible for the activities conducted in the linen room.

JOB RESPONSIBILITIES OF LINEN ROOM SUPERVISOR

- She maintain the standard stock of linen and uniforms
- She maintains various records and register in linen room
- She issues linen and uniforms as per requirement of floor,other department and staff members
- She inspect the linen received from the floors and other departments for quantity and quality
- She supervises the repairing of uniforms,linen,curtains,bed covers done by tailors
- She is responsible to take the inventory of linen, uniforms and other linen used in the hotel
- She is responsible to check the quality and quantity of linen received from laundry
- She looks after the laundering of guest clothes

DESK CONTROL SUPERVISOR

Control Desk is the nerve of the housekeeping edepartment.it is the central point of information for the housekeeping department. The job of the desk control supervisor is very critical

JOB RESPONSIBILITIES OF CONTROL DESK SUPERVISOR

- She coordinates with the front office for departure rooms
- She hand overs clear room
- She receives compliant of maintenance from the housekeeping staff spread all over the hotel and in turn
- She intimates the maintenance department
- She receives guest messages and complaints concerning housekeeping

HORTICULTURIST

The large hotels have their own horticulturist, who reports to the assistant housekeeping. The horticulturist has a team who help in the flower arrangement for the hotel. The flower arrangement prepared by this horticulturist are used in the hotel to increase the appearance in lobbies, banquets ,restaurant etc.

JOB RESPONSIBILITIES OF HORTICULTURIST

He supervises the maintenance of garden area
He see that flowers are been provided in sufficient quantity.
He assist in the florist in making the flower arrangement for the hotel.

ROOM ATTENDANT OR CHAMDERMAID

The male members are called room attendants and females chambermaids. She /he reports to housekeeping or floor supervisor

JOB RESPONSIBILITIES OF ROOMATTENDANT OR CHAMBERMAID

- She or he sets the maids trolley as per requirement
- She/he cleans and maintains the guest room and floor

- She /he is responsible to provide supplies and requirement to the guest
- She /he notifies the room status to the supervisor for preparing the floor occupancy
- She/he is responsible to deposit the lost and found articles from guest room to the floor supervisor
- She/he is responsible To attend all guest request and complaints such as provide drinking water, extra bed, polishing for shoes
- She/he is responsible To do spot cleaning of carpets
- She /he help the supervisor to do periodic inventory
- She /he is responsible for master key for her/his section of rooms
- She /he is responsible for any pending work to be conveyed to the next shift

HOUSEMAN OR HOUSEMAID

He/she does the cleaning of public area allotted to them and sometimes is responsible for special cleaning in guest room

CLOAK ROOM ATTENDANT

He/she is responsible for cleanliness, maintenance and service of public area washroom. She /he is responsible for the supply in the cloakroom such as tissue, soap etc.

GARDENER

He /she is responsible for the gardens, and landscaping of the hotels. Entire gardening work such as digging, planting etc. is done by the gardener. He is reports to the horticulturist.

LINENROOM ATTENDANT

He /she assist the linen keeper in maintaining the linen room. He/she does the actual issuing and uniforms on the basis of clean for dirty. The linen room attendant also fills up various records and registers.

LINEN ROOM HELPER

He/she does the physical work of counting, bundling and transporting of linen and uniforms.

TAILOR

He /she do the general repairing and mending of linen and uniforms.

4.06.02 PERSONAL ATTRIBUTES OF THE HOUSEKEEPING STAFF

The housekeeping is a very involved activity and require large human resource support. The housekeeping department has the most staff as compared t other department of the hotel. They look into the cleaning and aesthetic enhancement of the hotel. But how clean the hotel may be, how beautiful the hotel may look but if the staff is arrogant, unskilled untidy ,the guest may not be

attracted to the hotel. The staff needs to be groomed as the standards of the hotel. There are certain attributes which the housekeeping personnel should have to maintain the standard of the hotel.

PLEASANT PERSONALITY

The pleased person spreads pleasant feeling to whosoever he or she meets. The housekeeping staff should be well groomed and in uniform. The tailored uniform of the staff makes them look good with a pleasing personality. The staffs are the first impression to the guest and give an impression of the hotel services.

The staff needs to have formal presence and hence wear proper uniform, protective clothing or head gear as per need and job. The staff should be in ironed uniform. As they come in contact with the guest they should apply after shave or a mild perfume. They should have minimum jewellery on them and females should have light make. Hair must be neatly trimmed for men and female should tie their hair in a bun with net. The shoes should be comfortable as the working hours are long and involve physical work. The housekeeping staff should always have a smile on their face.

PHYSICAL FITNESS

As their duties are physically demanding they should have strong physique. The housekeeping staff should have a very strong physique. Most of the housekeeping work is manual and physical as they have to pick up equipment's, do heavy cleaning and work physical round the clock, so a housekeeping personnel should be able to bear the fatigue and tired of manual work.

PERSONAL HYGIENE

A clean and sanitary person holds back the disease spreading organisms and helps maintain good overall ambience in the hotel. As the housekeeping staff comes in direct contact with the guest, the staff needs to maintain their personal hygiene. They should have a clean neat ironed uniform. They should bath every day, there should not be any body odour. Hair should be trimmed nails should be cut shoes should be polished and socks should be changed every day. A mild perfume or deodorant should be used. A mouth freshener should be used.

EYE FOR DETAIL

The staff should have habits of being meticulous and diligent. The housekeeping job is a critical work, they should be very observant and give attention to every small details of cleaning and hygiene. The housekeeping staff should have an eye for details so that not a single corner is left untouched and not cleaned. The housekeeping staff should have a sense of observation to inspect the room minutely.

COOPERATION

The staff needs help from other sections and hence must profess the art of working in teams. Cooperation within the team and with the other department's is very important in the housekeeping. As the work in the housekeeping needs a lot of efficiency cooperation within the department is of utmost importance. Also the cooperation with other department helps the department to run smooth operations.

ADAPTABILITY

With changing situations one has to change and adapt as soon as possible. The housekeeping staff should have the ability to accept changes. They should willingly try out new changes and trends in the working styles. The housekeeping staff should bring out the creativity and experiment new ideas and thoughts

HONESTY

As they say, honesty is the best policy. As the housekeeping staff is working in close vicinity of the guest, even sometime handle their belongings so they have to be very honest and trust worthy. As they handle the guest belongings they need to control their temptations and show sincerity and discipline towards their work. It is the responsibility of the management to show respects and trust towards the housekeeping staff.

TACTS AND DIPLOMACY

Some guests have very abnormal habits like bad temper. They need to be treated with care and diplomacy. The housekeeping staff deals with all kinds of guest. Some guest have weird request and complaints. Some guest are over demanding, it is quality of the housekeeping staff to handle these kind of guest tactfully and diplomatically. The staff needs to be very polite and humble to the guest however the guest may be. Handling critical guest diplomatically is the key quality of a housekeeper.

RIGHT ATTITUDE

The positive attitude on part of the staff makes life of the management simple. The housekeeping personnel should have a right attitude towards the work. The personnel having very good skill and a negative attitude cannot be an asset to the company. The housekeeping personnel should be satisfied with the work he is doing the compensation the company is paying then only he will have a right attitude towards the company. He cannot complain as it will hamper his work performance. Proactive ness in work shows a positive attitude of the staff.

CALM DEMEANOUR

The job of housekeeping is very demanding, tiring and at times thankless. They look into the complaints request and needs of the guest, the housekeeper need to work in a environment where the guest may be very angry upset not happy with certain issues during such times the personnel need to maintain his calm and understand the issue and solve it. The housekeeper need to keep himself or herself in all kind of satiation and work smoothly.

COURTESY

The staff should show kindness and good humor to each and every guest as well as to the fellow workers. The housekeeping staff should be very humble and polite with the guest however the guest behaves. Also the staff should be very courteous with the teammates to get the work done smoothly. The staffs should always smiling and show a helpful attitude towards the guest which will create a positive image in front of the guest

PUNCTUALITY

The guests may be hard pressed for time as she may have to attend an important appointment. There should be nothing due to which the guest should miss such appointment. The staff should be on time for duty as this shows his or her dedication towards the work. If the staff does not come on time this show no interest in work and lack of respect for the company.

GOOD MEMORY

At times you can not have the luxury of refereeing to a notebook. Good memory helps in such cases. The staff should have a good memory. They should be able to recognise the guest by his or her name .if the guest is a repeated guest then they should know their likes and dislike.

LOYALTY

A loyal staff is always liked by the management. The staff should be very loyal to the company and to the management. They should never use guest as their shield in any situation. They should always work for the betterment of the company.

4.07 COORDINATION WITH MAINTENANCE SECTION AND OTHER DEPARTMENT OF THE HOTEL

4.07.1 COORDINATION WITH FRONT OFFICE

- To ensure efficient rooming of guests, both housekeeping and front office must have excellent coordination with each other and inform of the latest room's status. Knowing whether a room is occupied, vacant, on change, out of order (OOO), under repair, etc is crucial for proper room management
- There should be coordination to clean front office public areas
- There must be coordination between housekeeping and front office department to share information on occupancy levels which helps to forecast occupancy for the year and makes it easier to draw up a budget, establish par stock levels and estimate required staff strength.
- There should be coordination to know about the daily room report and housekeeping discrepancy report.
- It also helps to gear renovations and spring cleaning to low occupancy periods thereby preventing loss of revenue.
- The housekeeping and front office department also coordinate with each other for other important information which require special attention like:
 1. VIPs in house: this information is essential so that the staff can take a little extra care and keener precautions in cleaning and supervising VIP rooms.
 2. Groups in the house: the group rooming list must be provided before the group's arrival to the housekeeping as groups tends to move together in terms of arrival, departure, sightseeing tours and meals. Their rooms need to be readied together in view of strict time parameters. Group rooming lists enable the hk department to organize their work and have the group's room ready on time.
 3. Crews in the house: Sometimes the arrival of a crew and the departure of another crew from the same airline may overlap. In such circumstances, it is important for the allotted rooms to be

cleaned within a short period of time. Thus for this there should be a effective coordination between front office and housekeeping.

4. Flowers Requirements: sometimes the management extends its compliments to a guest with a special gesture of a flower arrangement in the room as recognition of the importance of a person. This requirement of flower arrangements for certain guests is conveyed to housekeeping by the front office on a daily basis.

- Apart from the above communications the front office needs to depend on housekeeping for the provision of clean uniforms to its staff.

Check Your Progress

What are the job responsibilities of Public area supervisor?

What are the desired personal attributes of Housekeeping staff?

How does the housekeeping coordinates with front office?

4.07.2 COORDINATION WITH MAINTENANCE OR ENGINEERING DEPARTMENT

Good coordination between maintenance and housekeeping will ensure that maximum number of rooms are available for sale and also any accident or fire can be avoided by timely repair of faulty wiring etc.

The housekeeping department depends on maintenance to keep things in order.

- While carrying out their scheduled work, housekeeping employees may find some deficiencies in the hotel facilities, such as faulty electrical plugs, dripping faucets, leaking pipes or malfunctioning air-conditioning units etc.
- A need for urgent repairs is reported to maintenance over telephone and these requests are usually taken into action immediately.
- There are various heads under which maintenance work is done they are:
- Electrical work: air conditioning and heating; fused bulbs , lights and lamps that are not functioning defective plugs and plug points short circuits and faulty geysers, refrigerators , and mini-bar fall under this category.
- Boiler work: this is necessary to maintain a supply of hot water to guestroom.
- Mechanical work: this entails repair or replacement of any faulty equipment, such as vacuum cleaners, ice-cube machines, and so on.

- Plumbing work: this deals with faulty faucets (taps), showers, drainage systems, water closets, and so on.
- Carpentry work: broken or shabby furniture; mirrors and cupboards in less than peak condition, and fresh woodwork are all part of this.

4.07.3 COORDINATION WITH FOOD AND BEVERAGE DEPARTMENT

- The coordination of housekeeping with the restaurants and banquet halls is mainly concerned with the provision of linen and uniforms.
- On his/her part the restaurant manager should ensure that the time set for the exchange of linen must be maintained and linen should not be lost or misused.
- There should be coordination to maintain mini-bar in guest rooms.
- The housekeeping should be well informed about the forthcoming banquet function in advance so that housekeeping will arrange everything to organize that function.
- Housekeeping may also have to arrange for flower decorations for banquets.
- The coordination between the two departments becomes particularly necessary in collection of trays from the guest corridors which are collected from the room, placement of fruit basket in special rooms.
- In many hotels housekeeping also looks after pest control in restaurants. Special cleaning of these areas call for coordination with the housekeeping department
- The restaurant staff requires clean uniforms on a daily basis, for which too they need to coordinate with housekeeping.

4.07.4 COORDINATION WITH STORES PURCHASE DEPARTMENT

- Coordination with stores ensures the availability of day-to –day necessities of housekeeping.
- Larger hotels have a store attached to the housekeeping department that stocks linen, supplies and so on.
- Smaller hotels may stock them in the general store, except for linen, which is sent to the housekeeping department on purchase.
- Communication with stores is by way of a requisition form, which housekeeping sends to when it requires certain items. The requisition form is called as store requisition form.
- The purchase department procures out –of –stock items for housekeeping, such as guest supplies and amenities, stationery, linen, cleaning materials and equipments etc.

- Housekeeping should convey their requirements to purchase by way of advance notice in the form of a purchase requisition.

4.07.5 COORDINATION WITH FOOD PRODUCTION (KITCHEN) DEPARTMENT

- The coordination of housekeeping with the Kitchen Department is mainly concerned with the provision of uniforms for the staff.
- Housekeeping also looks after pest control in kitchen areas.
- They also coordinate for the provision of cafeteria food for the staff.

4.07.6 COORDINATION WITH PERSONNEL AND ACCOUNTS DEPARTMENT

- Acquisition: human resource planning, recruitment, selection and induction/ socialization.
- Maintenance: compensation management e.g. pays/ salary, wages, over time, leaves, medical treatment etc.
- Motivation: performance appraisal system, reward management system and training and development.
- Also housekeeping department send their staff for cleaning the offices of personnel and accounts

4.07.7 COORDINATION WITH SECURITY DEPARTMENT

- The coordination here is mainly concerned with the prevention of fire and thefts and the safekeeping of keys and lost property.
- Housekeeping personnel should also report anything of a suspicious nature or movement in hotel immediately to the security staff.
- Housekeeping coordinates if they see any anti-social activities in the guest room such as gambling, smuggling and so on.
- The security department is responsible for conducting training sessions on handling emergency situations for the staff e.g. they conduct fire drill to train staff to gear up in a fire emergency.

4.07.8 COORDINATION WITH LAUNDRY DEPARTMENT

- To wash and dry clean all the linen including staff uniforms to a very high standard of cleanliness.
- To supply guest laundry to the housekeeping departments at the short possible time.

Check Your Progress

How does the housekeeping coordinate with the maintenance department?

Explain the details of coordination between housekeeping and security departments.

ROLE OF HOUSEKEEPING CONTROL DESK IN COORDINATION

The Housekeeping control desk is the nerve centre of the Housekeeping Department. This is the area in the department where all information is received and from where messages are conveyed to housekeeping and other staff present in various parts of the hotel. Thus, the control desk may be considered the nerve centre for communication in the housekeeping department. One of the main functions of the control desk is ensuring smooth coordination between housekeeping and other departments such as maintenance, front office, food and beverages, security, sales and marketing and so on.

The location of control desk is normally adjacent to the Executive Housekeeper's office. This desk is manned 24- hours otherwise the lifeline of housekeeping communication would stop. The main job of housekeeping control desk is to maintain smooth communication process in order to complete daily housekeeping operation. Another common feature here is a large notice board displaying notices like:

Room numbers of the groups in the house

Room numbers of crews in the house

Night cleaning schedule

VIPs in the house

Weekly cleaning schedules

Daily roster of supervisors and staff

Any other significant information relating to in-house guest or the hotel staff.

ROLE OF HOUSEKEEPING CONTROL DESK

The role of the housekeeping control desk is to facilitate communication to various parts of hotel. This role can be exercised in many forms which are as follows:

Coordination with Front Office

The control desk attendant receives the night report, the arrivals and departures list, the VIP list and the list of crews and groups in the house from the front office. Based on the documents, the housekeeping department schedules the workers for cleaning, maintenance and servicing of guestrooms and related areas. Once the rooms are ready, the floor supervisor informs the desk attendant to transfer the status to the front office.

Coordination with the Engineering Department

The room attendants may find some deficiencies in the hotel properties, such as faulty electrical plugs, dripping faucets, dripping pipes or malfunctioning of A/C's during servicing and cleaning. Thus all maintenance requirements are entered in the "maintenance register" kept at control desk. The desk attendant then prepares a "maintenance slip" with required information like area where the maintenance work is required, problem and name of GRA or supervisor who identified the problem. This slip is then forwarded to the engineering department. The engineering department prepares a "work order slip" in triplicate, each copy in different color. One copy is sent to the executive housekeeper, one copy is kept with the chief engineer and one copy is given to the concerned technician. The work order slip is then signed by the GRA or supervisor after the completion of the work. This slip is sent to the executive housekeeper for acknowledgement of work completed satisfactorily.

Handling the guest complaints and requests

The Housekeeping control desk is the nerve centre of the Housekeeping Department. Thus apart from routine tasks, there may be some unexpected difficulties that the housekeeping department may have to deal with. The control desk plays a major role in handling such situations. Also, control desk is responsible for handling guest complaints and requests which are noted in "guest message register" and are forwarded to the concerned section.

Maintaining Files and Registers

Many files and registers are maintained at control desk to keep the record. Some of the common ones are as follows:

Guest Message Register

Key Control Register

Log Book

Maintenance Register

Memo Book

SOP's Book

Departure Register

Carpet Shampoo Register

Babysitting Register

Lost and Found Register

Room Status Report

Room Inspection Checklist

Damaged Articles Register

Room Transfer Record File

Duty Roaster File

Leave Application Forms

Store Requisition Book

Purchase Order Book

Check Your Progress

Explain the importance of housekeeping control desk in coordination with the rest of hotel.

What types of registers and files are to be maintained by the housekeeping?

4.08 UNIFORM AND PERSONAL HYGIENE

4.08.01 HOTEL UNIFORMS

Uniforms are outfit of a specified material, colour and design, usually provided by the establishment for certain staff such that all employees in an equivalent or similar opposition wear identical outfits. When drawing a budget for uniforms, consideration should be given to the staff turnover, life expectancy of the garments, seasonal requirements, and anticipated changes in décor and laundry requirements. As a general rule, staff should be supplied with at least 2-3 sets of outfits. A uniform register is maintained to record the movement of the uniforms amongst the hotel staff. Uniforms are provided to the staff as they help identify the hotel staff, differentiate them and enhance the spirit of teamwork.

4.08.02 PERSONAL HYGIENE

Personal Hygiene deals with matters pertaining to the health of the individual for the maintenance of which the responsibilities lie with him alone. Elements of personal hygiene are:

- Good and healthy habits
- Clean the skin, by taking a bath every day
- Clean the nails and fingers everyday

Wear clean clothes and footwear and keep tidiness
Hairs should be trimmed properly by men's
Women's should tie their hair properly in a bun
Light cologne should be preferred by the staff to take care of body odours

Check Your Progress

What is the importance of hotel uniforms?

What is the importance of personal hygiene in the housekeeping?

4.09 SUMMARY

We were studying the Hotel Housekeeping in this unit, including importance, sections under it, responsibilities of the Housekeeping department and the employees working there. We have seen that housekeeping is the department that deals essentially with cleanliness and all ancillary service attached to that. A housekeeping department might not be as celebrated as income-generating positions such as sales, but housekeeping employees are essential to keeping businesses running smoothly. The housekeeping department comprises of Executive Housekeepers Office, Housekeeping Desk (Control Desk), Laundry, Linen Room, Uniform Room, Sewing Room, Housekeeping stores, Flower Room, Lost and Found, Floor Pantry.

We have seen that Housekeeping is mainly responsible for the cleanliness and maintenance of guest rooms and public areas. The tasks performed by housekeeping department includes: Guest Room Cleaning, Public Area Cleaning, issue and receive linen and uniforms, operate laundry, refurbishment and redecoration of the hotel, special decoration, flower arrangements, shoe shining, babysitting, 'lost and found' service, outsourcing contracts of services like pest control, carpet shampoo, laundry, florist, landscaping, cleaning of facade of building, etc, forecasting budgets, etc.

You will study the organization structure of housekeeping for small, medium and large hotels. You will also study the roles, job descriptions and desired attributes of staff. You will also see how the department of housekeeping coordinates with the other departments of hotels.

The housekeeping department breaks or makes the impression of a hotel. If the room is not clean, has pests, or has nagging staff, the business of the hotel would suffer. Hence it is necessary for every professional to study the procedures of housekeeping sincerely and effectively.

4.10 END QUESTIONS

The following questions should help you prepare for the End Examinations. These questions are for 5 marks each and should take you 11 minutes under examination conditions.

1. Describe the importance of Housekeeping section in the hotels.
2. What are the scope and function of hotel housekeeping department?
3. Describe how housekeeping works in hospitals.
4. Which functions do the Housekeeping perform in service of a corporate office?
5. List the various sections within housekeeping.
6. Describe responsibilities, job roles and desired attributes of the various staff at the housekeeping department.
7. What are the responsibilities of Executive Housekeeper?

8. What are the duties and responsibilities of Deputy Housekeeper?
9. Give the job description of Public Area Supervisor.
10. Describe how the housekeeping performs the function of guest room cleaning.
11. What is the importance of babysitting activities performed by the housekeeping?
12. Describe how the housekeeping coordinate with the maintenance section and other departments of a hotel.
13. Explain the importance of coordination between the Housekeeping and Front Office.
14. Explain the role of personal grooming and uniform of the housekeeping staff

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V101: B. Sc. (Hospitality and Tourism Studies)
V102: B.Sc. (Hospitality Studies & Catering Services)

**HTS 103: Accommodation and Front Office
Foundation - I**